

Dear Patient,

As a patient of the Wound Care Center®, your safety is our highest priority. Due to the current COVID-19 (Coronavirus) pandemic, we want to make sure you have enough supplies. Our goal is to make sure you are able to care for yourself at home. We want to make sure your home care continues as smoothly as possible.

For that reason, your Wound Care Center is working with Healogics® At Home. This program makes sure you have supplies available to continue your wound care treatment at home.

Healogics At Home is a wound care supply company that is able to directly provide you wound care dressings. These supplies are just like those used during your visit at the Wound Care Center. We will work with your doctor to provide you with the appropriate products. These products will adhere to the doctor's specific plan of care.

#### **DO I NEED A DOCTOR'S ORDER TO GET SUPPLIES?**

- Yes, a doctor order/prescription is required for supply orders to be filled.

#### **WHEN SHOULD I RECEIVE MY SUPPLIES?**

- Once we have received an order from your doctor, you should expect to receive supplies to your door in 1-2 business days.

#### **WILL IT COST ME ANYTHING?**

- Our customer service department will contact you for any self-pay items prior to processing your order.

#### **IS MY INSURANCE COVERED?**

- Healogics At Home has access to a large list of insurance providers. Our team will work with your insurance carrier to verify benefits.

#### **WHAT IF MY INSURANCE DOES NOT COVER WOUND CARE SUPPLIES?**

- If your insurance plan does not cover the supplies, we can offer you industry-leading pricing.

#### **HOW DO I GET AN ORDER/PRESCRIPTION IF MY WOUND CARE CENTER HAS TEMPORARILY CLOSED?**

- Please contact the Healogics At Home Support Team in Jacksonville, Florida at 1.904.446.3791. Our hours of operation are Monday – Friday 8:00am – 5:00pm (EST).

To start the supply order process, please speak with your doctor about Healogics At Home.

Healogics is actively following the coronavirus situation closely and takes the health and safety of our patients and team members very seriously. We are monitoring and following the most up-to-date recommendations from the **Centers for Disease Control and Prevention (CDC)**. Learn more about Healogics response to COVID-19 at [www.healogics.com/coronavirus](http://www.healogics.com/coronavirus).

Sincerely,

Your Healogics At Home Team