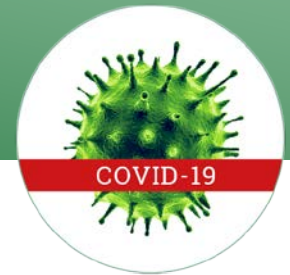


Coronavirus – the second wave: Measures for preventing infection

Updated: 17 November 2020



Dear Patients,

We successfully managed the first wave of the coronavirus pandemic in spring together with you. We are now facing the second wave, which is much more severe than the first. You are receiving the following information from us about the current situation and the measures planned at KfH that may become necessary if there is a further increase in SARS-CoV-2 infections because of the ever more rapid spread of coronavirus in Germany.

KfH has taken important precautions:

- Our central crisis management team is working together with regional and local crisis management teams to guarantee the quality of your treatment as well as your safety and that of our staff.
- KfH has ordered sufficient personal protective equipment and other materials. This means that everything necessary is available in our KfH logistics centres in high quality and in sufficient quantities to ensure that we can cope successfully with the new wave of coronavirus.

We hear and see reports in the media every day that hospitals and intensive care units could soon become overburdened. The reason for this is not the lack of beds, but the lack of qualified nursing staff. However, the lack of qualified staff is not only having an effect on hospital intensive care units, but also on all dialysis facilities in Germany and hence on KfH as well. This means that some measures may need to be taken in the coming weeks to ensure that your dialysis treatment remains safe.

- In order to avoid contact between individual dialysis sessions, it may be necessary to temporarily shorten dialysis times – of course only as far as is justified from a medical perspective.
- It may become necessary, and has already been implemented in individual cases, to set up special Covid-19 dialysis sessions for sick patients. This may mean that you may have to switch sessions temporarily or move to another centre in your region.

We hope that you will understand these measures, as they are primarily intended to protect you from infection and to treat sick patients as well as to protect our staff.

Further measures may become necessary if the coronavirus situation in Germany deteriorates dramatically. We are monitoring the situation closely and will keep you updated through your treatment team. If you have any questions, please contact your own doctor and the head nurse at the KfH centre.

How you can help prevent the virus from spreading quickly

Continue to observe the rules of hygiene at all times such as covering your mouth and nose, keeping your distance, frequent hand disinfection and allowing dialysis rooms to be ventilated regularly even in winter.

If you experience signs of illness in yourself or in people in your immediate vicinity, please contact your own doctor at the KfH centre or an emergency medical service immediately. Please inform us of your request in advance **by telephone** so that appropriate arrangements can be made.

You can rely on us as we rely on you.

Let's work together to deal with this second wave successfully.

We wish you, your family and your treatment team all the best.

Your central KfH COVID-19 crisis management team