



# PATIENT TRAVEL COVID- 19 TRAVEL SERVICE STATEMENT

3/13/2020

Given the increased attention regarding coronavirus (COVID-19), we at ClinEdge want to assure you that we are actively evaluating all business-related risks posed by this evolving public health situation. We are operating within the guidelines of the Centers for Disease Control and Prevention (CDC), along with other health authorities. With their guidance we will monitor this dynamic situation as it continues to unfold.

ClinEdge fully supports that patients should feel comfortable traveling to and from study visits; their safety is our top priority. Please see below for actions our team is taking and guidance we are giving to your patients.



**Patient Concerns:** We encourage patients and their caregivers to relay any health concerns to your study team so you can make the best decision for their overall health.



**Rescheduling Travel:** If you decide that a study visit should be postponed, we will prioritize cancelling travel and re-booking the patient at a later date. *Please relay this information to our team as soon as possible.* It's important we act on cancellations as quickly as possible.



**Patient-Requested Changes:** If we receive a request to change travel directly from a patient, this will require approval from your study team. If this request is relating to rescheduling due to health concerns, we will direct the patient straight to your team to review these concerns.



**Travel Approvals:** Please be aware that patients may be requesting alternative forms of travel during this period. This travel may not fall within the travel policies set forth by the sponsor, so additional approvals will be needed. *We ask that you send such requests over as soon as possible, giving our team time to accommodate these approvals.*



**Vendor Policies:** All major travel vendors that ClinEdge partners with, including flight, hotel, and car service vendors, have put out statements regarding plans to ensure the health and safety of customers. Our team encourages patients and providers to review these statements if there are questions about a preferred vendor.

- American Airlines- <http://news.aa.com/coronavirus/>
- United Airlines- <https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html>
- Alaska Airlines- <https://blog.alaskaair.com/coronavirus/>
- Delta- <https://www.delta.com/us/en/advisories/other-alerts/coronavirus-travel-updates>
- Southwest Airlines- <https://www.southwest.com/Coronavirus/>
- Air Canada- <https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>
- Wyndham Hotels and Resorts- <https://corporate.wyndhamhotels.com/news-releases/statement-from-wyndham-hotels-resorts-coronavirus/>
- Marriot International- <https://news.marriott.com/news/2020/03/11/marriotts-updated-statement-on-novel-coronavirus-covid-19>
- Hilton International- <https://newsroom.hilton.com/corporate/news/statement-from-hilton-coronavirus>



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- Hyatt Hotels- <https://newsroom.hyatt.com/news-releases?item=123947>
- Carey International Car Transportation- <https://www.carey.com/article/covid-19-statement>

## **Other Resources:**

The World Health Organization (WHO) has resources for travel advice can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>

The International Air Transport Association (IATA) has provided a list with detailed updated information on entry requirements (for those with international travel concerns). This can be found here: <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

## **Ongoing Communication**

ClinEdge will provide you with regular updates, including ensuring our critical partners also continue to respond to COVID-19 regarding their established business practices and any changes related to the impact COVID-19 may have on ClinEdge's delivery of service.

Best,

Al Peters | VP of Clinical Operations & Finance