Accolade

# Reopen Your Workplace with Confidence in the Time of COVID-19

A comprehensive solution to help you return employees to work safely and keep them healthy and productive throughout the evolving COVID-19 crisis

## COVID-19 Prevention is Not Enough

If your organization is struggling to find the right path forward, you're not alone. The COVID-19 pandemic has thrust employers of all sizes, across all industries, into unchartered territory, searching for ways to reopen the workplace and protect the safety, health and productivity of their people. Safety measures such as site cleaning and social distancing are critical, but just the first step to operating with confidence in face of COVID-19, especially as the landscape evolves over the next 12 to 18 months.
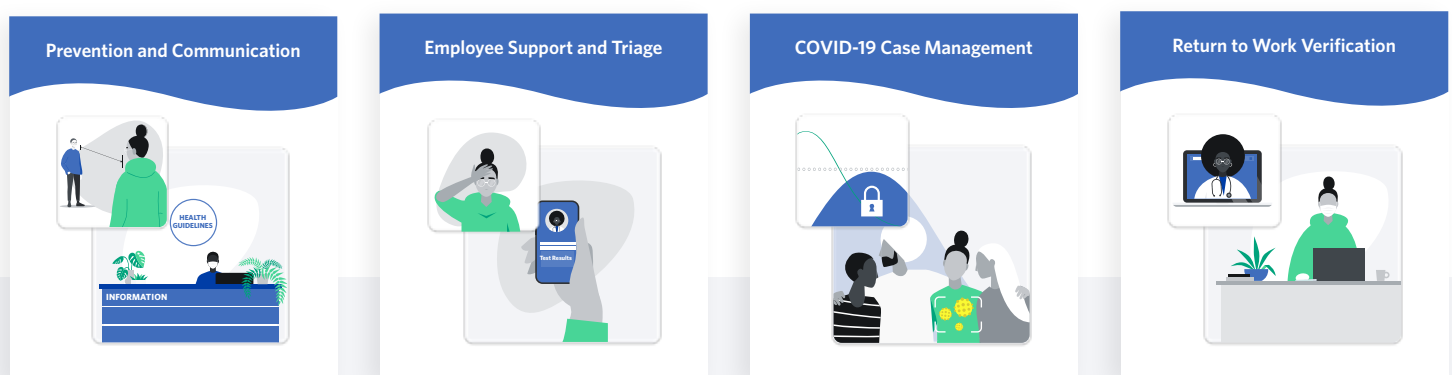
## Employers Need a Comprehensive, Evidence-based, and Flexible Clinical Strategy

To protect your people and workplace productivity throughout the COVID-19 crisis, you need a clinical strategy that is:

* **Comprehensive**—helping employees who are healthy stay healthy, and helping employees who are sick get the care they need to recover and return to work safely

* **Grounded in the latest COVID-19 clinical evidence**—bringing peace of mind to you and your employees at every step

* **Flexible**—enabling your organization to meet the needs of your employee populations today and rapidly adapt to the circumstances of tomorrow

## Introducing Accolade COVID Response Care, a Complete Return-to-Work Solution

Accolade COVID Response Care is a comprehensive, evidence-based return-to-work solution built on more than a decade of experience helping people across 70+ industries navigate healthcare. Combining our frontline care teams, population health approach and open technology platform, the solution addresses the entire COVID-19 lifecycle—from prevention to diagnosis, support and recovery, contact tracing and safe return to work.



| Prevention and Communication | Employee Support and Triage | COVID-19 Case Management | Return to Work Verification |

Accolade COVID Response Care is rapidly deployed and supports every organization's unique employee populations and needs. At every step of the way, Accolade frontline care teams use the latest evidence-based clinical strategies to provide personalized support to your employees.

## Comprehensive COVID-19 Lifecycle Management

### 1. Prevention and Communication: Prevent the spread of COVID-19 prevention at your worksites

The first step to safely reopening your workplace is reaching and engaging your employees through compelling, relevant communications. Accolade COVID Response Care delivers the right message to every employee, informing them about steps they need to take to stay healthy and comply with your procedures for maintaining a healthy workplace—e.g., wearing a mask, social distancing, conducting an online symptom assessment, or getting a screening test.

### 2. Employee Triage and Support: Provide clear guidance based on clinical evidence

Early detection and expedited testing are critical to lowering the risk of transmission to co-workers or customers. As soon as an employee has concerns about exposure to the virus, is experiencing symptoms, or does not meet your organization's screening requirement for returning to work, an Accolade nurse will help guide them to the appropriate medical care and COVID-19 testing.

### 3. COVID-19 Condition Management: Avoid employees returning to work too early or too late

After testing positive for COVID-19, an employee will engage often with an Accolade clinician until they are certified as safe to return to work. The Accolade nurse will create and support the employee's entire care plan in addition to providing education on the quarantine process and next steps. The nurse will continue to do condition surveillance until the employee is back in good health.

### 4. Return to Work Verification: Gain assurance that returning employees follow best practices

Completing the COVID-19 lifecycle, Accolade ensures employees return safely to work through a multi-step process:

- **Quarantine and care plan adherence:** Our nurses support employees in understanding and following appropriate protocols while on leave.
- **Contact tracing:** We identify individuals who were exposed to the infected employee and contact them through a secure and confidential process to understand their needs.
- **Return-to-work verification:** When the employee has recovered and tested negative for the virus, Accolade provides a return to work verification, indicating adherence to the care plan and policy.

### Accurate, Timely Data: Reporting to help you understand COVID-19 within your population

Through on-demand dashboards, you can access accurate and timely data to understand the impact of COVID-19 across your population, including employee safety sentiment, cumulative incidence, and positive test rates. This data provides valuable insight to help your organization make decisions about staffing, resources, temporary site closures, work-from-home policies and other important business strategies.

### Accolade: COVID-19 Experience and Expertise

Since the COVID-19 pandemic reached the U.S., Accolade has contributed leadership during a time of uncertainly. Our COVID-19 guidance and research has been published in the Journal of the American Medical Association, the Harvard Business Review, The Washington Post, and other influential publications.

### Your Strategic Partner for COVID-19

Accolade is your strategic partner throughout the COVID-19 crisis. With our evidence-based approach, clinical thought leadership, empathetic frontline care teams who build trust and influence employees, and an open technology platform built for integration, Accolade can help your organization and your people navigate through this time of unprecedented uncertainty.

*Accolade nurses do not provide medical or nursing care, but rather support members in obtaining care from their doctors and other healthcare providers.

Learn more about Accolade personalized advocacy and our COVID-19 support at **accolade.com**
Contact us at **inquiries@accolade.com**

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