



AQuity COVID-19 Global Preparedness

AQuity has been closely monitoring the rapidly evolving Coronavirus/COVID-19 situation since it began and initiated steps to ensure uninterrupted delivery of our critical clinical documentation support services in this time of global concern. Specifically, our senior executives launched our existing Business Continuity Plan, and the first Coronavirus Preparedness Statement was sent to all clients on March 6th.

Over the last month and according to our Business Continuity Plan we have taken the necessary steps to ensure our domestic and global employees have a safe, healthy and secure work environment following health and safety guidelines set by governmental agencies including the CDC and WHO. To ensure we were prepared for worst-case scenarios, we also accelerated our plans to extend our work-from-home environment to all domestic and global office employees. In a very organized approach over the last several weeks we worked with all our 11 services centers and configured, trained and tested our employees so that they could continue to work in safe and secure work-from-home environments. By March 22nd we had all India employees in all service centers working from home. When the India government announced the unprecedented lockdown of the entire country, we were fully ready to support that order and supply secure, uninterrupted services to our customers.

Safeguarding customer data has always been our highest priority at AQuity, as evidenced by our proactive approach and strong security framework. We have built a very secure office and work-from-home environment for all our employees. As part of our Business Continuity Plan, we have taken steps to ensure there is security continuity throughout the plan.

AQuity has been managing domestic and global remote employees for many years in a secure environment and our record speaks for itself. We have never had a security breach. All AQuity production work-from-home environments have hardened security including:

- Antivirus Control: Enterprise Antivirus & Up-to-date Antivirus Signatures
- Patch Management
- Complete Hard Drive Enterprise Encryption
- System Inventory
- Real time monitoring on all workstations
- Controls to block external storage (USB/Thumb Drives) and print media
- Very tight work-from-home standards and safeguard requirements that each employee is required to adhere to
- All office and work from home environments are audited on a monthly basis to ensure compliance
- Very comprehensive training programs required for all employees. Each employee is required to take and pass tests on:
 - HIPAA (annually)
 - ISO 27001 (annually)
 - CMS Fraud, Waste and Abuse (annually)
 - Social engineering (monthly Phishing-campaign)
 - We also distribute weekly security education communications

Consequently, our collective 7,000 plus global clinical documentation support services specialists are working from home and are well positioned to reliably answer the call in these unprecedented times.

With all elective surgeries and many routine clinic office visits being cancelled, our highly experienced and dedicated team has open capacity to significantly respond to the growing crisis. Initially, our first priority is to shift our specialty resources for existing clients, while doing our best to respond to the growing Emergency Services requests from the open market. As work volumes shift, we will continue to load balance and ensure optimum skills assignments in these highly fluid circumstances.

As exceptionally trained, devoted members of the healthcare services community, we are committed to contributing all that we can to the growing crisis and unprecedented need in the healthcare community. We are dedicated to making a difference in the lives of the physicians we serve and the patients they treat.

If you have any questions, please contact info@aquityolutions.com or call **866.542.7253**.

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www.aquityolutions.com