



March 18, 2020

Dear Ascent Patients & Caregivers,

Ascent Respiratory Care would like to reassure all patients and caregivers that we are working diligently to continue to provide you with your regular monthly supply allowances. We are in constant contact with our suppliers and have ordered extra essential supplies, such as circuits, suction catheters, bacteria filters, etc., that are critical to your health and wellbeing. Should a change in our supply chain occur, we will contact you immediately to inform you of the measures you should take in order to safely conserve and extend the life of your supplies.

Even in these extraordinary times, Ascent remains limited by insurance payors on the quantity and frequency of supplies we are allowed to send to you. Therefore, we are maintaining our normal business hours of Monday through Friday from 8:30 am to 4:30 pm in order to provide you with your normal supply order throughout this situation.

In addition to maintaining our normal business hours, Ascent Respiratory Care also continues to offer our 24/7 on-call clinical support should you need urgent assistance outside of our normal business hours.

As we continue to navigate these unprecedented circumstances together, we ask you to please stay safe and healthy by strictly adhering to the recommendations of the CDC and Colorado Department of Public Health and Environment to help you avoid being exposed to the virus:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes.
- Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For additional information on keeping yourself safe and healthy, please visit [CDC.gov](https://www.cdc.gov) and/or [Covid19.Colorado.gov](https://www.covid19.colorado.gov).



Ascent Respiratory Care understands the care and supplies you receive from us are an essential part of your health and wellbeing, and we are committed to ensuring you have the resources you need through the duration of this health crisis.

Should you have any questions regarding the services or supplies we provide to you, please contact us at 303-954-8953 or at [admin@ascentcares.com](mailto:admin@ascentcares.com). Thank you for allowing us to be part of your healthcare team.

Sincerely,

A handwritten signature in black ink that reads "Roxanne Venard" with a long, sweeping horizontal line extending to the right.

Roxanne Venard, RRT  
President  
Ascent Respiratory Care