



BRIDGING HEALTHCARE OPERATIONS

## Madena's COVID-19 Response & Readiness

Like all of you, we have had to become nimble as regards to changing work environments and state and federal regulations. Here's a snapshot of our COVID-19 pandemic response and readiness.

- We implemented a Pandemic Influenza Continuity of Operations Annex to our Continuity of Operation Plan (COOP), covering COVID19.
- To enable all our staff to work remotely, we put in place a Work from Home Technology & HIPAA Security Assessment program in accordance with our Security & Privacy policies.
- We have an internal, dedicated response team to monitor state and federal orders and changing regulations as regards to COVID-19.

We will continue to adapt our operations and policies as needed to prioritize the safety of our staff and surrounding communities.

As of April, Madena is fully operational and able to offer our entire suite of BPO, Consulting, and Data Analytics services, as well as our SaaS product, Synchronicity.

If you have concerns or questions, please reach out to our Pandemic Response Team at 202.744.4906 or [coop@madenasolutions.com](mailto:coop@madenasolutions.com).