

APRIL UPDATE

CORONAVIRUS STATEMENT FROM CARL-JOHAN RIJPMA, VP OPERATIONS

We are monitoring the situation in our supply chain closely. Since the outbreak at the end of January our situation in China has improved and we are now up and running as normal, receiving goods from our suppliers, and managing outbound deliveries as normal.

Our stock levels in Europe are good and our operation and warehouse in Czech Republic including inbound and outbound, operates as normal. We have also taken measures in order to secure a stable production.

We endeavour to communicate regularly with all stakeholders to capture updated status information, and we will keep all relevant parties informed of any potential changes in our product deliveries as the situation progresses.

Doro's products can help with the current coronavirus situation especially the most recent advice for people to self-isolate. Our products can be programmed remotely and posted for minimising contact with people, they are easy to install

and our technical helpdesk can assist with any issues. Replacement pendants or additional telecare sensors can also be pre-programmed remotely and posted.

Our monitoring centres can also provide a telephone checking service that supports people to live safely and securely at home through regular telephone calls.

[Find out more about the telephone checking service](#)

New SIM billing offer

Doro is launching a new SIM billing system for SIM-based products.

Now you will only be invoiced for SIMs which are being used and not for units sat on your shelves. This will offer you better value for money as you won't be paying ongoing SIM costs for products which are not currently being used.

Orders are made in the usual way with the SIM card inbuilt, however now you won't be paying for the SIM if it is not active. We are also introducing 'SIM holidays' meaning that if a unit has been out in the field but then comes back, then the SIM billing will stop automatically. The SIM billing will only start again once the unit is active, out with another service user.

See next page for Doro's inbuilt SIM card solutions

Doro Sara & Care IP self-install guides

We have written documents on how users can install the Sara and Care IP units at home. During self-isolation when a visit from a telecare engineer is not suitable we are able to post the units direct to customers and provide support from our technical helpline.



Doro Sara self-install guide
[Download](#)



Doro Care IP self-install guide
[Download](#)

Doro 6520 Mobile

Stylish flip phone with large 2.8" screen. An easy to use mobile phone with an exceptionally large screen and an assistance button on the back to connect straight through to an ARC. It is a practical and lightweight clamshell model, making it the perfect solution for those who want a mobile phone that is simple to use. It is an ideal solution to assist with hospital discharge as it provides the user with the ability to contact people and to be contacted, as well as 24-hour contact with an monitoring centre. It can also be linked to a bluetooth pendant.



Doro Secure® 480



£227

REDUCED PRICE
FOR LIMITED
TIME ONLY

A sophisticated wearable GPS tracker to allow friends, family and/or monitoring centres to see the location of the service user on a map.

- Stylish GPS-watch with 4 days battery life
- SOS button to raise a 2way voice call to family or control centre (or both)
- Up to 9 emergency contacts with active 'From' and 'To' times
- Access to map via one click URL for control centre or family
- Geo-fencing with active 'From' and 'To' times
- Inbuilt property exit sensor with active 'From' and 'To' times
- Checking activity monitoring around the home
- Inactivity Monitoring if no movement
- Man Down detection
- Incoming & outgoing calls
- Lockable strap with key available

For more information please contact UK Country Director Wendy Darling or alternatively email uk.sales@doro.com

Welfare Call Check Service

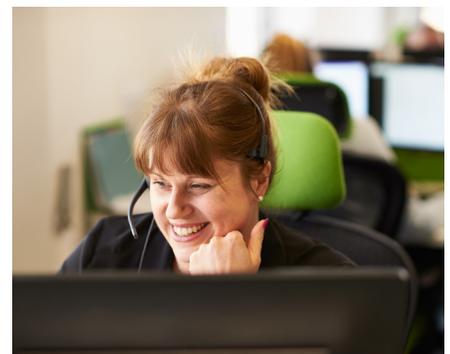
We are able to offer a telephone checking service for your clients. Our team can make outbound calls to your customers, we will ring the user within an agreed period of a time and are happy to follow an agreed script provided by you.

We are currently running a COVID-19 service for East Sussex County Council. Calls are made to ensure support is in place to people who have been identified by the NHS, as someone at risk of severe illness if they get COVID-19. This is because they have an underlying disease or

health condition that means if they get the virus are more likely to be admitted to hospital than others.

Many of these people do not have contacts who can help them. The welfare calls are therefore a vital lifeline to ensure they have access to essential services and provisions such as food and medication and whether they would benefit from telephone support whilst isolating.

Signposting to other vital services for issues such domestic abuse, support for children or carers is also given.



Clients that need urgent assistance are referred to NHS volunteers who can help with such needs as medication running out or lack of food.

DORO Care UK Launch the COVID-19 Discharge Service

Doro Care UK is delighted to announce the launch of the COVID-19 Discharge Service. Working with NHS Cheshire CCG the service supports accelerated Hospital Discharge across Cheshire.

Following the publication of the NHS COVID-19 Hospital Discharge Requirements on 19th March Doro Care UK, Cheshire West & Chester and Cheshire East Adult Social Care Departments and the Cheshire CCG quickly joined together to mobilise an accelerated discharge process to help maintain capacity in the local hospitals across the region. By offering responsive telecare installations patients leaving hospital can be sure of a package of telecare, delivered to their home within two hours of discharge.

Doro's keyworkers will deliver a telecare alarm unit, pendant and install a keysafe within two hours of receiving patient discharge notification from Cheshire staff in its acute hospitals. The installation of telecare is enabling people to return home following a stay in hospital, with the security of knowing they can press their pendant if they need help in an emergency. The keysafe means that in the event of an emergency, we can give the code to the emergency services who can gain access to the property without forced entry. Doro will be working 7 day a week to ensure as many people can benefit from the service as quickly as possible.



Doro's monitoring centre, Welbeing, will also carry out follow up welfare check calls with the customer, where required, to make sure they are settled and have everything they need to live safely whilst in isolation in the coming weeks.

The project is being co-ordinated by John Grant, Clinical Project Manager, NHS Cheshire CCG who stressed how important it was that Doro Care UK already had close working relationships with the three acute trusts across Cheshire to ensure staff are quickly embedded within the Interdisciplinary and Emergency teams within the acute trusts to facilitate timely and safe discharges 7 days a week.

[Read the full story on our website](#)

SERVICE UPDATE

We are monitoring the situation on a daily basis and have implemented a number of preventative measures to protect both our staff and service users:

- Posters have been placed across all of our sites in toilets and kitchens encouraging handwashing, use of tissues, etc.
- Hand sanitiser gel and disinfectant wipe distribution has been increased for all keyworkers.
- All staff have completed a travel plan document for holiday destinations this coming year.
- DR sites are being routinely checked, deep cleaned and verified for use.
- We have stopped visits to all sites, and all personnel who can work from home are working from home.
- Engineers and Mobile Responders have been issued with additional protective equipment (masks, aprons, gloves, hand gels etc), given guidelines on their use and are only undertaking essential visits.
- Pre-recorded messages have been placed on our incoming lines, to advise callers that they may be asked additional questions for Health & Safety reasons.
- Customer Services and the field-based personnel have been provided with a script and are asking the pertinent questions when contacting customers to make an appointment. They are then using the a risk assessment guidelines to assess risks.

We are reviewing our Covid-19 continuity plans frequently and these are supported by a Covid-19 working Group which has been established within the Doro Group. Please be assured we are doing everything in our control to ensure our key services, in support of our service users, remain unaffected.