

# FURTHER

AN INFINITY REHAB NEWSLETTER

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## NEW THIS ISSUE

## TOP PATIENT SATISFACTION AT A CRITICAL TIME

During this critical time in the healthcare industry and in the world, Infinity Rehab understands it's important that patient care and quality exceed expectations.

The most recent Pinnacle Quality Insight satisfaction results confirm that Infinity Rehab is not only meeting but exceeding patient satisfaction.

Infinity Rehab ranked above the national average in all 11 categories.

The therapy company scored 4.63 in overall satisfaction and 4.78 in recommend to others, exceeding the national averages.



***"We value quality care and outstanding outcomes at Infinity Rehab," stated Stacey Turner, Vice President of Operations for Infinity Rehab. "Our glowing patient satisfaction results showcase the incredible dedication and care by our clinicians and leaders throughout Infinity Rehab."***

Read the full press release [here](#).

## DID YOU KNOW...

- Our therapists are making a difference in patients' lives. [Read](#) about the work of occupational therapist Kiley Connealy and her advocacy in getting wheelchairs for her patients in Nebraska that were denied claims.
- [Find out](#) how Infinity Rehab therapist Lorana Ard increased referrals to her community from upstream providers by educating them on her outstanding patient outcomes.
- Infinity Rehab is aware of the growing number of confirmed COVID-19 virus cases and its risks. We are monitoring the outbreak and working closely with federal, state, and local health officials to promote patient and resident safety and health. Please [visit our website](#) for more information.



## INDUSTRY NEWS

### PREPAREDNESS, PLANNING, & RESPONSE DURING EMERGENCIES

The HHS Office for Civil Rights (OCR) has provided guidance that helps explain how the HIPAA Privacy Rule allows patient information to be shared in the outbreak of infectious disease and to assist patients in receiving the care they need. The Department of Health and Human Services provides three areas of guidance for emergency situations: preparedness, planning, and response.

### BUDGET WAIVERS ISSUED BY CMS

A series of blanket waivers have been issued and enforced by CMS as a result of the COVID-19 pandemic, offering flexibility for healthcare providers to provide the care patients need, when they need it.

See the full list of over 1,130 blanket waivers by clicking below.



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