



Temos

Trust • effective medicine • optimized services

"CERTIFICATE OF COMPLIANCE: COVID-19 SAFE"

*Minimizing the risk of COVID-19 transmission in
healthcare organizations.*



Standards for
healthcare
organizations built on
international best
practices



The “Certificate of Compliance: COVID-19 Safe ” program ensures that necessary standards are in place in hospitals and clinics in response to the COVID-19 pandemic.

Prevention of this coronavirus, SARS-CoV-2, requires additional, specialized measures to protect patients, visitors, and staff while reducing transmission of the disease. The Certificate of Compliance delivers up-to-date standards to lead the way to achieve these goals.

The standards contained in this Certificate of Compliance represent best international clinical practices as well as the results of scientific studies and guidelines published by WHO, CDC, ISQua and other reputable sources to address the specific exposure risks, sources of exposure, routes for transmission, and other unique characteristics of SARS-CoV-2.

Certification by Temos, a global leader in international accreditation and certification, provides the confidence that patients, governments, insurance companies, and others rely upon to insure independent, third-party review of the policies and procedures in their certified providers.

Put Temos to work for you as your certification partner and use its standards, online review tools, and the expertise of its assessors during the review process for the confidence and trust needed for the safety of your patients, staff, and visitors.

THE TEMOS “CERTIFICATE OF COMPLIANCE: COVID-19 SAFE” PROGRAM

TO LEARN MORE VISIT THE
TEMOS WEBSITE:
WWW.TEMOS-WORLDWIDE.COM



Why Temos? For your patients, your staff, and you.

Temos has created this Certificate of Compliance program to enable hospitals and clinics to address the crucial issues facing them every day while looking ahead to the provision of services post-crisis.

The Certification standards include guidance to:

- Minimize the risk of exposure to SARS-CoV-2
 - Minimize disease transmission
 - Identify and triage persons with presumptive COVID-19
 - Prevent and break infection chains
 - Reduce negative impacts on emergency departments & hospital bed capacity
 - Maximize the efficiency of personal protective equipment (PPE) utilization
 - Prepare for potential staffing shortages
 - Prepare for a step-by-step re-opening
 - Prepare for a step-by-step re-opening of departments
 - Prepare for increasing patient numbers
 - Prepare to apply alternative & supportive services to reduce over-occupancy
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Specialized standards pertaining to the emerging use of **telemedicine** as well as preparing for the next event with **crisis communication planning** are also contained in the Certification program.

In addition to the current standards, this Certification program offers **on-going services** from Temos throughout the validity period of the Certificate including:

- Continuous and **up-to-date review of standards automatically provided to you** with additional requirements to reflect the world's growing knowledge of COVID-19
- **Access** to Temos assessors and experts to answer COVID-19 related questions
- **Certified partners receive a 5% discount on professional fees if they apply for a Temos accreditation program and pay an initial deposit within six months from the date the Certification issued.**

Join the Temos team to receive the help you need now and the future. Start the certification process today! Visit the Temos website: www.temos-worldwide.com



About the Certificate of Compliance program

The Certification process consists of seven steps:

1. Complete your private, free, confidential registration and application form describing your organization.

The simple and easy registration process is quick to complete. Provide initial information to trigger an immediate GDPR compliant email from Temos Headquarters containing your unique user-name and code to access your Temos account. Complete basic information about your organization and submit it to Temos.

2. Temos HQ issues a certification agreement including invoice.

Based on the information you submit, Temos will provide a quotation of the costs as well as other terms of agreement for your review. A request for payment is provided with an invoice which, when paid, gives you access to the full benefits of the Certification program.

3. Access your unique online tools to guide the self-assessment process.

Review the standards, work with the online tools to assemble documents and information to support the organization's compliance, and when ready for review, submit the information to Temos. Temos representatives are available to answer your questions throughout the process.

4. Temos assessors conduct a technical review of the application & supporting information.

Temos experts review the information provided to ensure compliance and may schedule telephone call and/or virtual visits to review the information in more detail.

5. The Certification decision issues.

Based on the assessor's evaluation, the Certificate may be approved, or the client may be given additional time to comply with the standards following a request for improved compliance.

6. Receive updates to standards.

Clients will automatically receive revisions, updates, and additions to the standards as knowledge of COVID-19 evolves and further requirements are added.

7. Annual Follow up.

Within one year of the Certificate's issuance, the client will be asked for confirmation of continued compliance with the standards.

This process ensures that the Client has access to the most current COVID-19 information researched and interpreted by Temos' leading experts so that it can deliver high quality services and safety to its patients, staff, and visitors.

Start the certification process today! Visit the Temos website: www.temos-worldwide.com

“Standards Only”

The entire Temos team appreciates the extreme stress and incredible sacrifices made by healthcare professionals around the world during this life changing event.

Financial pressures on hospitals and clinics increase as they struggle to provide services or were forced to close their doors temporarily. Many may find themselves unable to pay for the Certification program that includes the costs of the services of Temos assessors, consultants, and advisers engaged in its development and implementation.

For these reasons, Temos is offering a **free “Standards Only” option** for hospitals and clinics to access the Certification standards simply by completing a registration form.

Because of the direct costs incurred as part of the Certification program, the **“Standards Only” option excludes the following benefits that are part of the Certification program:**

- Online tools including the self-assessment guide
- Access to Temos assessors and experts to answer questions
- Technical review of compliance by Temos
- Listing and promotion on the Temos website and social media
- A Certificate verifying compliance with the standards

**EXCEPTIONAL
TIMES REQUIRE
EXTRAORDINARY
ACTIONS.**

Would you like to receive a quotation for the Certification program?

Contact Temos Headquarters for more information:

+49 2204 426480

info@temos-worldwide.com



To receive access to the **“Standards Only” option** please visit the Temos website to complete the registration process and receive your complimentary copy:
www.temos-worldwide.com



About Temos

Temos is an **innovative global leader** in delivering **international best clinical and patient experience practices** to hospitals and clinics around the world through its accreditation and certification programs. Its comprehensive standards, simple-to-use online tools, tailored programs for specialty clinics, and affordable prices, set the stage for Temos to work collaboratively with clients to achieve the highest possible standards in healthcare for patients, hospitals, and clinics worldwide.

For the past ten years, **valued partners** including governments, insurance companies, Embassies and Consulates, non-governmental organizations, and perhaps most of all, its accredited hospitals and clinics rely on Temos to objectively assess and validate clinical and nonclinical services. Its seal represents the highest levels of quality, transparency, ethics, and professionalism.

Now and in the post-COVID-19 world, reliance on **Temos' independent, expert third party accreditation** and certification services will be more important to consumers than ever before.

Learn more about Temos' and its industry leading **accreditation programs** specifically developed by experts for:

- Hospitals
 - Primary care, day care, & ambulatory care clinics
 - Dental practices, clinics, & hospitals
 - Reproductive care centers
 - Eye care practices, clinics, & hospitals
 - Physical rehabilitation services; and
 - Community pharmacies
- as well as its certification programs for medical travel concierge services/facilitators and now.

Contact Temos today

☎ +49 2204 426480 or
✉ info@temos-worldwide.com

To locate your regional office, visit:
www.temos-worldwide.com/temos-regional-offices.aspx

“COVID-19 Safe”

FREQUENTLY ASKED QUESTIONS

What is the purpose of the “Certificate of Compliance: COVID-19 Safe” program?

What is the purpose of the “Certificate of Compliance: COVID-19 Safe” program? To (1) provide hospitals and clinics with standards based on international knowledge and experience as well as scientific studies and guidelines from WHO, CDC, ECDC, FDA, ISQua and other reputable sources. These standards are essential to increasing patient and staff safety while minimizing risk of the transmission of the virus during this time of pandemic and into the future; (2) objectively review and determine if the hospital’s or clinic’s systems, processes, and protocols are in compliance with those standards; and (3) optimize the quality of services as they relate to the COVID-19 situation.

What is the difference between accreditation and certification by Temos?

Accreditation is a comprehensive, holistic assessment covering the entire organization and requires an on-site visit by qualified experts to determine compliance with the established standards of the accreditation program. Certification by Temos focuses on a specific topic that has far fewer standards than accreditation. Telephone calls, virtual visits, and other remote technology may also be used to confirm compliance, but, unlike accreditation, an onsite visit is optional for certification.



How long does the certification process take?

The process is estimated to be completed within four weeks depending on the ability of the client to assemble documents, information, and evidence needed to complete the evaluation.

For how long is the certification valid?

The certification will be valid for a period of two years. Within two years, Temos anticipates that the COVID-19 standards will become part of ordinary practice and will no longer need separate certification.

What are the costs of the certification program?

The costs of the Certification program include a professional fee for the initial evaluation and a modest fee at the end of year one to update the client’s certification. To receive an estimate, contact Temos directly or see the Fee Calculator available on the Temos website at: www.temos-worldwide.com

How is the certification process started?

Visit the Temos website at: www.temos-worldwide.com

Have more questions?

Contact Temos Headquarters at:
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To locate your regional office,
visit:
www.temos-worldwide.com/temos-regional-offices.aspx