

FAQs from Residents and Families of Marquis Companies

- 1. I am a resident, or a loved one of a resident, and I would like to know how I can continue with my Physician visits?**

The Marquis AgeRight Physicians are able to utilize Zoom video conferencing in order to visit their residents. The facility is happy to support Zoom or a web-based video conferencing tool that other Medical Providers choose to use.

- 2. When will in-person visits be resumed?**

A mandate from the Centers for Medicare and Medicaid Services (CMS) now restricts all facility visitors and non-essential personnel, with a very few exceptions, such as in end of life situations. We will notify you once this restriction is lifted.

- 3. What is Zoom technology and how does it work? Which Marquis locations is this offered at?**

Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video. This technology is offered at all Marquis locations. Please reach out to your facility to coordinate calls with your family.

- 4. What activities are you offering during this time?**

We have assessed all residents to ensure that their needs are being met. Facility staff are providing increased in-room, 1:1 visits and engagement. As residents are in common areas for environmental stimulation, there will be social distancing of 6 feet from other residents.