

Statement on COVID-19

March 17, 2020

Dear Home Therapy Staff,

Fresenius Medical Care Renal Technologies, a division of Fresenius Medical Care North America, is closely monitoring the spread of a novel coronavirus (COVID-19) in the U.S. and around the world. We have been taking steps to continue to be able to deliver supplies for your patients to perform their dialysis therapy at home.

A separate communication is being sent directly to patients to address some frequently asked questions (FAQs) we have been receiving about COVID-19 and our responses. See the attached patient letter. Please utilize those FAQs to help address potential patient concerns. Additionally, if any of your home patients contract COVID-19, please contact Customer Service so that appropriate precautions can be taken by our drivers when supplies are delivered to their homes.

Below please find some frequently asked questions we have been receiving and our responses.

Which products sold by Fresenius Medical Care are currently low in supply due to COVID-19?

There are four (4) products that we are currently monitoring supply levels:

- 16-2117-0 (Face Mask with Ear Loop, 50/Box)
- 17-2321-0 (Face Mask, N95 Cone NIOSH-Approved, 20/Box)
- 23-2117-0 (Aniosgel 85 NPC Hand Sanitizer 500mL, 1 Bottle)
- 23-9034-0 (Germstar 16oz. Pump Bottle—Original, 1 Case)

Is there a limit to how many of these products I can order?

Yes, the following limits are currently in place:

- 16-2117-0 (Face Mask with Ear Loop, 50/Box)
 - Clinics can order up to 28 boxes
 - Home patients can order 1 box
- 17-2321-0 (Face Mask, N95 Cone NIOSH-Approved, 20/Box)
 - At this time, our inventory of N95 face masks is very low. Orders will be allocated to clinics with COVID-19 patients only
- 23-2117-0 (Aniosgel 85 NPC Hand Sanitizer 500mL, 1 Bottle)
 - Clinics can order up to 14 bottles
 - Home patients can order up to 14 bottles
- 23-9034-0 (Germstar 16oz. Pump Bottle—Original, 1 Case)
 - Clinics can order up to 2 cases
 - Home patients can order up to 2 cases

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Any order that exceeds these amounts will be adjusted to the allowable limit and could result in a delay.

Please realize the limits listed above are reflective as of this notification date and could change.

Why are there ordering restrictions on these products?

These products are in very short supply due to COVID-19. We are currently facing the possibility of a shortage of these products and are taking precautions to support our continued ability to supply these products to our customers. The health of your patients continues to be our top priority. Once we have secured an adequate supply, we will lift the ordering restrictions.

When will the ordering restrictions be lifted on these products?

At this point in time, a date for lifting the ordering restrictions is unknown. This is not a supply issue that only Fresenius Medical Care is experiencing. This is a global issue affecting all companies.

We will continue to monitor COVID-19 and provide updates as necessary. If you have special circumstances with regards to product delivery, please contact your local sales representative.

We will continue to monitor COVID-19 and provide updates as necessary. For questions regarding supplies or ordering, please contact Customer Service at 800-323-5188. For additional questions about COVID-19, please reach out to RTG Medical Information and Communications team at 1-855-616-2309 or submit your query here: <https://fmcna-medical-information.kayako.com/>

Regards,



Maureen Lyden Green
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