

Dear Doctor(s),

As your valued business partner, we'd like to address a few common concerns that our clients may be facing due to the evolving global impact of COVID-19.

Our goal is to be as transparent as possible with information provided to us regarding our product supply in order to help protect your business.

Is Med Supply Solutions Still Shipping?

Yes, we are still shipping daily, worldwide. However, please note that there may be delays caused by flight restrictions and other COVID-19 precautions. These are out of our control and we urge you to be patient.

As the situation is rapidly changing, we suggest that you order needed supplies now – and we are committed to keeping you up to date as things progress.

How Can You Prepare Your Business?

With social distancing being imperative, many businesses like yours will feel the effects - from cancelled appointments to abrupt or temporary closures. However, we understand that many practices will remain open and seeing patients for various reasons.

Here are **15 great tips** for combating the adverse effects of COVID-19 on your practice while keeping your staff and patients protected:

- Follow the guidelines of the WHO, CDC or equivalent in your country.
- Create an office management plan & educate all staff about procedures.
- Provide protective equipment such as hand sanitizer, masks, and gloves.
- Post signage to enforce constant hygiene among staff and patients.
- Prepare for staff illness/absenteeism and quarantine.
- Cross-train staff roles to stay prepared.
- Screen all patients for symptoms over the phone before an appointment.
- Reduce the number of daily treatments that are not immediately needed.
- Limit the number of patients allowed into your practice at any given time.
- Plan for how to handle a symptomatic patient or staff member entering your facility.
- Prevent cancellations by preemptively rescheduling with patients.
- Clean reusable equipment thoroughly after use on a patient.
- Discontinue use of shared items such as magazines in waiting areas.
- Employ the use of touch-free waste disposal containers.
- Contact your patients and inform them of the measures being taken.

We hope this information will alleviate some of your concerns while preparing your business for the current global situation. As always, please contact your account manager if you or your staff have questions or concerns.

Sincerely,
The Med Supply Solutions Team