

## COVID-19 Update: A Message to Our Patients


Valued Patient,

As your specialty pharmacy, we know that we have a critical role in making medications available to you when you need them. We play an important role in delivering therapies and it is something we take seriously every day, even more so now as the world faces the COVID-19 global pandemic. We are closely monitoring the situation and we want to assure you that we are continuing to take the necessary steps to safely deliver therapies to your homes.

Currently, we are taking every precaution to ensure our employees stay safe and healthy while dispensing therapy to you. We have also put a plan in place that will allow us to continue distributing your therapy in a variety of circumstances. We are constantly reviewing our policies and plans as they continue to evolve during this situation. For more information on how we're handling COVID-19, please see the Frequently Asked Questions on the next page.

We wish you and your families health and safety during these challenging times. We will continue to keep you informed of any changes as the situation develops. Please feel free to contact us with any questions you may have during this time.

*Regards,*



*Rob Brown*

*General Manager, Biologics by McKesson*

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## Frequently Asked Questions | Biologics by McKesson's COVID-19 Response

*Updated April 15, 2020*

**Q: What if you don't have my medication in stock?**

**A:** We're working hard to keep your medication in stock. Our teams are staying in close contact with suppliers to stay aware of any shortages or disruptions. We have not been informed of any shortages at this time, and our suppliers are closely monitoring their supply chain. If we find out there is a shortage, we'll be sure to notify you. Our pharmacists will help you and your medical team make decisions for your health as best they can.

**Q: What would happen if Biologics has to shut down?**

**A:** We're working on plans to deal with anything that could happen, including things we may not be able to predict. These plans are constantly being reviewed, and we're focused on making sure our most important functions stay up and running. If we do face disruptions, the plans we have in place will help us get back to normal business as fast as we can. We're making sure we have the right resources and the right people standing by to help. And, we're doing everything we can to keep our employees healthy at work.

**Q: Can I order medications in advance?**

**A:** Depending on where you live and if your insurance authorizes an override, you may be able to get more than 30 days' worth of medicine. However, we advise against ordering more. Doing that could potentially reduce availability for others. If your circumstances require it, we'd be happy to have our claims team look into it for you.

**Q: Is my drug made in China?**

**A:** Some of our drugs are made in China. We're working hard to keep your medication in stock. Our teams are staying in close contact with suppliers to stay aware of any shortages or disruptions, and we're getting additional and back-up drugs as needed. We have not been informed of any shortages at this time, and our suppliers are closely monitoring their supply chain. If we find out there is a shortage, we'll be sure to notify you. Our pharmacists will help you and your medical team make decisions for your health as best they can.

**Q: If my medication comes from China, is it contaminated?**

**A:** No, your medication is safe. It is created in a sterile environment and kept that way when shipped to us. We're taking every precaution to make sure our pharmacists and fill techs are not sick and are not coming in direct contact with your drug. They're wearing gloves while they're at work.

**Q: Since my immune system is compromised, should I be worried about contracting the virus?**

**A:** This virus does seem to have a greater impact on people with compromised immune systems. But do not worry — instead, take steps to protect yourself. We recommend you follow the guidelines set by the CDC ([cdc.gov](https://www.cdc.gov)) to minimize your risk and avoid contact with people as much as possible. The best way to prevent illness is to avoid being exposed to the virus.

**Q: What is Biologics doing to ensure that its employees and couriers follow proper sanitary and hygiene practices?**

**A:** Our distribution center has increased sanitation and hygiene measures by doubling cleaning frequency and following the Centers for Disease Control and Prevention (CDC) environmental cleaning and disinfection guidelines, restricting visitors and practicing social distancing. Additional hand sanitizer dispensers have been placed throughout our distribution center and tote cleaning has been increased. We have established similar protocols with our courier services, advising them on the CDC guidelines for social distancing as well as proper sanitary and hygiene procedures.

**Q: What steps are you taking to wipe down totes and keep them sanitary?**

**A:** We have a standard process for cleaning totes and are continuing to follow the process; we have also upgraded our standard procedure to conduct more frequent cleanings. We are recommending that our customers handle totes and delivery boxes, whether from Biologics or elsewhere, in a hygienic manner, just as they would handle deliveries to the home. Specifically, we suggest not putting any deliveries, including our totes, on countertops or other high-touch surfaces. Whether gloves are used or not used, we suggest thoroughly washing your hands according to CDC guidelines. On our end, we will continue cleaning our totes frequently per our approved standard operating procedures (SOPs).

**Q: Is Biologics screening employees when they come to work in the distribution centers?**

**A:** Not currently, but we have provided guidance to employees to stay at home or seek medical care as needed if they are sick or experiencing symptoms. We also have quarantine policies for employees who do not have symptoms but have been exposed someone with a confirmed case of COVID-19.

**Q: If a distribution center employee is diagnosed with COVID-19, what are Biologics' action steps?**

**A:** Employees diagnosed with COVID-19 are asked to confidentially contact McKesson's Employee Relations immediately upon diagnosis. They should remain out of the Biologics work site until they are no longer contagious and are authorized to return to work by their healthcare provider. Employees who are out sick can utilize our Paid Time Off (PTO) policy and know that their jobs are secure. Immediately upon the employee's absence, we will apply appropriate sanitization methods to exposed work areas where the employee was located. To ensure safety, returning employees must have their healthcare provider complete McKesson's COVID-19 return-to-work documentation. No employee will be adversely impacted or punished as a result of COVID-19 illness. We are providing support to employees who must stay at home or quarantine as needed.