To Our Valued Provider Partners,

On behalf of everyone at Joerns Healthcare, our hearts go out to all those impacted by COVID-19—this includes not only those diagnosed with the virus, but also their friends and family, those whose jobs and schools have been impacted and so many more.

Our focus is, as always, on the health and welfare of our global associates and customers, their patients and residents, and the communities we serve. To help us accomplish this, the Joerns Healthcare team is closely monitoring the latest information from local and state Departments of Health, the Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS) and the World Health Organization (WHO). We are in lockstep with state and local health and emergency preparedness officials to take the necessary preventative measures to manage the situation for all of us safely, effectively and with as little disruption as possible.

As we work together to manage through this pandemic, we would like to share how Joerns Healthcare is addressing the evolving situation and the proactive, preventative steps we are taking to minimize disruption to patient care and customer service while maintaining the highest possible levels of operational efficiencies that you expect from Joerns. We are:

- Remaining fully staffed but have effectively transitioned all associates to work remotely and restricted all non-essential travel, while maintaining critical to care services.
- Dedicating internal resources, including the attention of our executive leadership team, to the monitoring and evaluating of responses to clinical and operational challenges arising from this situation.
- Maintaining daily communication with our supply partners and monitoring constantly our supply chain position. At this time, no material supply chain issues have been noted. We have built contingencies to address the emerging dynamics of global supply challenges.
- Implementing operational continuity plans across our organization and designed to weather the uncertainty of the current environment.
- And as always, committed to maintaining clinical best practices in the care, cleaning, disinfection and delivery of the medical equipment we provide, including adherence to Joint Commission audited processes that assure the highest quality and care standards.
As we all do our part in limiting face to face interactions, across our entire business, from our clinical to our commercial operations, our teams are fully prepared to conduct all business-related engagements virtually. Our technology-empowered teams are continuing to meet business challenges and bringing expertise to deliver against our shared objectives through:

- Online training videos and other educational material available from eservice@Joerns.com
- MyJHC online service platform for your medical equipment and service needs
- Digital collaboration tools to continue support clinical and technical services

We will continue to monitor the news and any reports or requirements from the CDC and local, state and federal governments. As we understand the rapidly changing landscape across the nation, you can expect to see additional communications from us regarding service, additional preparedness efforts, and other mission-critical information. As always, if you have any questions, concerns, or encounter any extraordinary circumstances regarding this situation, please reach out directly to us by contacting your dedicated point of contact or our customer care team at 800.826.0270.

We are committed to supporting you, communicating with you, and remaining your trusted partner and advisor as we navigate this unprecedented chapter together.

Stay well and safe,

Doug Ferguson
Chief Strategy Officer