



option care health™

March 13, 2020

Dear Option Care Health Patients and Customers,

Providing extraordinary care for our patients is at the center of everything we do – and this has never been more important than right now. As the coronavirus (COVID-19) situation unfolds, please know we are actively monitoring CDC guidelines and working with Infectious Disease experts so we can continue to provide care – and keep our patients and team members safe.

**Protecting Patients and Team Members is our top priority**

As the nation’s largest infusion provider, we have always had an Infectious Disease Prevention Plan, which calls for Personal Protective Equipment (PPE) and education of our team members and patients. This is what we do. In light of the coronavirus, we have augmented our plan and mobilized a response team that meets daily to review updates reported by the CDC, as well as state and local health departments across the country. Due to the rapidly changing situation, we are proactively taking steps to keep our team members and patients informed and protected from the spread of any illness.

**Maintaining continuity of care**

Our Supply Chain team is working with our vendors across the country to make sure we have adequate supplies available for both patient care and PPE for our team members, so we can maintain continuity of care.

This situation can be stressful and overwhelming for our patients, many of whom have acute and chronic conditions. We are thankful we can treat patients in the safe environment of their own homes and our alternate infusion suites, (AIS), which reduces exposure to further risk in more public settings.

We want you to know we are here for you during this difficult time. At this time, we are continuing to accept and service referrals to care for patients. Please continue to check our website – and the CDC website – for the latest information.

Be well,

John Rademacher  
President & CEO

