

September 20th, 2021

Dear Healthcare Provider

As we continue to work together through the challenges brought about by the COVID-19 pandemic, we wanted to provide you with an update regarding COVID-19 Home Patient Deliveries from our last communication in November of 2020.

Since the emergence of the COVID-19 pandemic, our focus has been on taking the right proactive measures to ensure both the sustainability of our delivery network and the safety of patients, clinicians and employees. With this goal in mind, we introduced a **COVID-19 Home Patient Delivery Protocol** which was shared with you in July of 2020 (also attached to this email). The protocol was established in accordance with the guidance provided by Provincial Public Health Authorities, allowing us to quickly adapt as the risk or impact of COVID-19 changed across the country.

While we continue to follow this protocol, we are making every effort, where possible and not impeded by circumstances beyond our control, to provide deliveries to patient's room of choice in many jurisdictions around the country. Please note that this is also subject to any updated guidelines from Provincial Public Health Authorities which may require our services to be adjusted as per the details included in the attached "**COVID-19 Home Patient Delivery Protocol**".

Your Baxter HPR (home patient representative) will ensure the patients are informed in advance of their delivery.

Thank you for your continued support.



Neil Da Silva
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Baxter Corporation