



March 31, 2020

To Our Valued Patients:

We wanted to reach out personally during what is certainly an unprecedented time for all of us. We have always placed the health and safety of our patients, caregivers, partners and employees at the forefront of all we do. Now, more than ever, as the world navigates uncharted waters, this remains paramount to our organization.

As the Coronavirus Disease (COVID-19) continues to spread across the globe, we are employing a range of health and safety measures in an effort to continue to bring you the same levels of quality care and service to which you have grown accustomed and come to rely upon.

To this end, we want to take this opportunity to advise you of the precautionary measures we have taken to protect you and our personnel so you can feel confident when allowing them to enter your home or visiting our ambulatory infusion centers. Your level of comfort is most important to us as we strive to keep you on your prescribed clinical regimen and path, while remaining safe.

Please rest assured that we are following the guidance provided by local health authorities, the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). In February 2020, we implemented a stringent emergency preparedness plan. As the situation evolves, we continue to constantly monitor guidelines and put relevant protocols in place set forth by the aforementioned authorities. On a daily basis, we are conducting internal calls and providing employees with updates through the Company's internal communications platform.

We have put additional processes in place prior to allowing any staff member to enter patients' homes, including:

- All new and current patients are assessed telephonically for evaluation of:
 - Current health status to determine any identifiable symptoms such as fever, cough, runny nose and/or sore throat
 - Recent domestic or international travel
 - Known exposure to anyone who tested positive to COVID-19
- Clinicians are now wearing Personal Protective Equipment (PPE), such as masks, goggles and gowns, as necessary, in accordance with CDC guidelines
- Employees are instructed to follow strict hand hygiene standards, also in accordance with the CDC

We are also implementing several protocols across all local offices, thereby minimizing exposure for patients as well as our employees. These include the screening of employees for possible identifiable symptoms prior to starting their shifts each workday and practicing social distancing. Furthermore, employees are encouraged not to travel and those not feeling well are mandated to remain at home.

During these challenging and uncertain times, what remains certain is our commitment to your health and well-being and that of our team. It is our privilege to serve you, and we will continue to do so with increasing vigilance and care.

Please stay safe and feel free to reach out to us for any needs you may have.

Sincerely,

Drew Walk
Chief Executive Officer

Isaac Melamed, MD
Chief Medical Officer