



YOUR FAMILY. OUR PASSION.

March 13, 2020

Dear Valued Customer,

We understand there are growing concerns as the situation surrounding the coronavirus (COVID-19) outbreak continues to evolve in the United States. MDR is firmly committed to ensuring the health and safety of all members of our community.

I wanted to personally share an update regarding the steps we are taking to protect our patients and staff during this time:

- MDR team members have been instructed to take any signs of illness seriously, seek medical attention as needed, and to stay home from work if they are sick.
- MDR facilities and equipment have been thoroughly cleaned and disinfected.
- Operational protocols have been implemented to include designated hand washing stations at each of our pharmacy locations. Employees and vendors are required to wash their hands upon entry into the pharmacy and throughout the course of the day.
- Employees have been provided with sanitation supplies and instructed to clean work areas frequently and diligently.

In addition, you may be wondering, "Is this package safe to touch?" The World Health Organization has made it clear that [packages are safe to handle](#), even if they originate from a place where the virus has been reported.

I would like to assure you that MDR remains well supplied with all medications. Our doors will continue to stay open to ensure patients receive the medications they need, when they need them. Our delivery carriers continue to operate everywhere, including impacted areas, and no service disruptions have been reported at this time. As the situation evolves, you will be promptly notified regarding any limitations on our ability to service a particular area.

Our team will continue to closely monitor guidance from the Centers for Disease Control & Prevention and World Health Organization, and we will take all recommended precautions to safeguard the health of our patients. For the latest information on the virus, we encourage you to visit the CDC's website at [www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov).

Thank you for placing your trust in MDR during this difficult time. I will continue to keep you informed as additional measures are taken.

A handwritten signature in black ink that reads "Robert Makhani".

Robert Makhani, Pharm.D.  
Executive Vice President  
MDR Fertility Pharmacy