



YOUR FAMILY. OUR PASSION.

December 7, 2020

To Our Valued Customers:

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 with you regarding the steps we are taking to protect our customers and employees during this time:

- Access to MDR facilities is limited only to the patient picking up their prescription. We ask all other individuals to wait outside to minimize the risk of exposure.
- Proper social distancing of at least 6 feet and the use of face coverings are required while inside our pharmacy locations.
- MDR facilities and equipment are routinely cleaned and disinfected.
- Temperature checks are performed on all employees upon entry into the pharmacy. In addition, employees have been instructed to take signs of illness seriously and to stay home when sick.
- Designated hand washing stations have been installed 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 at regular intervals.

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.

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.

Thank you for placing your trust in MDR during this difficult time.

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

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