

## **Coronavirus (COVID-19) Response Efforts**

In response to the Coronavirus (COVID-19) outbreak, we are experiencing extremely high volumes of requests for masks, gowns, hand sanitizers, disinfectants, gloves, as well as many other products. Many of these products are on manufacturing back-order.

Our phone lines, emails, office staff and warehouse workers are under siege as we continue our efforts to keep up with demands, fulfill requests, obtain ETAs, and replenish our inventory.

**Beginning March 17<sup>th</sup>, our staff will be working in split shifts to mitigate potential exposure. Our hours will be 7:00am to 1:00pm, and 1:30pm to 7:30pm. This means replies to messages, voicemails and emails may take longer than usual depending on shifts.**

We are in continual communication with our manufacturers, making every effort to restock inventory during this period of manufacturing, logistics, and supply chain challenges. In order to protect the integrity of the supply chain, the following implementations are in place:

- 1) Only existing customers, who routinely order items categorized as outbreak supplies are allowed to order. No new accounts are being opened at this time for outbreak categorized items.
- 2) Front-line medical accounts receive priority.
- 3) Allocation of supplies are based on usage/purchasing history to ensure fair distribution & protect supply chains.
- 4) Ordering of substitute products may be restricted to protect the supply chain of the substitute item.
- 5) Items which are out of stock, and do not have manufacturer ETAs available will NOT be put on back-order. We are currently unable to manage waiting lists due to high demands.
- 6) ALL OUTBREAK CATEGORIZED ITEMS, OVERSTOCK PURCHASES or PRODUCTS SENT AS SUBSTITUTES IN THE OUTBREAK CATEGORY ARE FINAL SALE – ZERO RETURNS or EXCEPTIONS!

### **What can our customers do to protect themselves while preserving the integrity of our supply chain?**

- 1) WE HAVE ZERO N95 MASKS, and have no ETAs from any manufacturers.
- 2) Do not order more outbreak supplies than you think you will reasonably be able to use between now and the 2020 fall flu season (should you have product remaining beyond the COVID-19 outbreak). Remember – no returns!
- 3) There is NO REASON to over-stock/hoard non-critical supplies which are not affected by the outbreak. Any extreme increases in purchasing volumes outside of normal habits cause ripple effects through the entire supply chain. This also delays processing and delivery of orders. We therefore reserve the right to limit quantities at our discretion.
- 4) If you are unable to get through on the phone lines, we ask you leave a voicemail **OR** email to [info@stathealthcare.com](mailto:info@stathealthcare.com) with your complete office contact details.

Stat Healthcare, our manufacturers, and vendors all greatly appreciate  
your business and understanding during this challenging time!