

March 23rd, 2020

As Prism continues to navigate the fluid situation surrounding the Coronavirus (COVID-19), we feel it is important our clients remain aware of our organization's continued commitment to stay up to date as the country continues to move forward at an unprecedented rate of change.

Prism has been monitoring the latest information and guidance from Centers for Disease Control (CDC), The World Health Organization (WHO), and other Federal, State, and Local Authorities. Through the information provided by these entities and the work of our leadership team, Prism has continued to take appropriate actions as a responsible essential medical services provider. Prism has provided guidance to our teams on the appropriate measures to limit exposure through improved hand hygiene efforts and taking immediate actions when a team member may experience commonly known symptoms. Vigilance in these two areas are key to our continued abilities to avoid the spread of the virus. Please refer the links below for greater specificity and additional information: <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>

Additionally, Prism has been and continues to work diligently to keep our teams informed and prepared with the latest information to help our clients solve the challenges they may face regarding their medical supply needs. We have carefully studied and reviewed regulatory guidance, health plan guidance, and internal policy to ensure we are doing as much as we can as an organization to support those who rely on our services. Through our geographically diverse network and specialized teams across the nation, Prism will continue to serve those who depend on us throughout these uncertain and ever evolving times.

We've also learned through communication with our clients some frequently asked questions we would like to address:

- 1. Is Prism planning on closing due to the Coronavirus?**
 - a. Prism has a geographically diverse set of office locations and team members, which will allow us to continue to serve our clients across the nation.
- 2. Can I order "extra" supplies?**
 - a. We will work with each of our individual patients to determine what we can do to provide service above and beyond their normal ordering patterns. Prism will also be contacting patients regarding refills of current supplies in accordance with regulatory and health plan specific guidance.
- 3. Are my deliveries going to be affected by the Coronavirus?**
 - a. Currently, our patients are still enjoying industry leading delivery time. We've been in regular contact with our shipping partners and our 10 locations across the nation are fully operational.
- 4. How can I ensure patients have access to the supplies they need while our center is closed?**
 - a. Prism has created communication for our referral sources to guide them in the important medical record elements to meet this burden. Please refer to our website www.prism-medical.com/clinicians/#_industry-updates

As we continue to navigate these challenging circumstances, Prism will continue to make communication available to our clients through our website and other media platforms. Please don't hesitate to reach out to our team for more specific information, stay informed, and be safe.