

Tuesday 23rd June 2020

Baxter Renal Care – COVID-19 – Operations Update
Remote patient management initiative for home dialysis

Dear Baxter Customers

As our healthcare system moves to a new stage of managing the COVID-19 pandemic we continue to work closely with Hospitals, Clinicians and the State and Federal Governments to meet the needs of our clinicians and patients.

Thank you for working with us during this unprecedented health emergency to meet the needs of the Renal community and support the ongoing care for patients.

Please find below an update on our Sharesource initiative available to all Renal Care Units, updates on supply of products and services used for Peritoneal Dialysis and Haemodialysis, and an update on the planned return of our Homecare services delivery protocols.

Sharesource – COVID-19 Fee Waiver offer

Baxter is conscious of the significant impact that COVID-19 continues to have on the Renal patient community and are very aware of the continuing need to limit clinic and hospital visits during this time of increased risk of community transmission.

In May we announced a fee waiver offer in relation to Baxter's Sharesource 2.0 Platform, available until 31 October 2020. This offer remains applicable to all customers in Australia and New Zealand, including those currently using Sharesource as well as new customers.

The Sharesource Remote Patient Management (RPM) platform provides two-way connectivity to assist in managing patients' PD treatments through the Claria APD system. It enables connectivity with a patient and their care team and facilitates proactive management of treatment, whilst maintaining their independence at home.

More than 1,400 PD patients across Australia and New Zealand are currently benefiting from the advantages of the Sharesource Remote Patient Management system, hopefully reducing the necessity for hospital and clinic visits during this period of increased risk from COVID-19.

If you would like further information or to take advantage of this offer, please contact your local Clinical Sales Specialist.

Supply Update: Baxter manufactured PD and HD fluids, consumables, and devices

Since the emergence of COVID-19, Baxter has continuously taken measures to protect our suppliers and employees, while maintaining supply of our products. We know how challenging this situation is for healthcare professionals, and we are doing everything we can to support your access to the dialysis supplies necessary to care for patients during this time.

Globally, we have seen an increased demand for our products including Australian Made PD solutions and ancillaries, hemodialysis (HD) monitors, dialysers, bloodlines and water systems, in addition to challenges across our supply chain network.

To address this, we continue to:

- Add additional work shifts to our key manufacturing facilities;
- Move key products via airfreight for faster delivery, where necessary, and;
- Direct product where it is needed the most.

While we have increased production to address the increased demand, we continue to experience increased lead times for both HD Monitors and Water Systems and appreciate as much advance notice as possible of your upcoming requirements.

We have also seen some isolated cases of low supply of consumables requiring local allocation / backorders. Most notable is the 15L APD drain bag and the APD drain line. Container shipments for this product are scheduled to arrive mid to late June, allowing release of all remaining backorders. We apologise for the inconvenience this has caused to both customer and patients and appreciate your continued patience as we work through these challenges.

Home PD and HD Delivery Service levels – Roadmap for COVIDSafe deliveries

With the reduction of COVID-19 infections across our communities and the easing of restrictions by our governments, Baxter has developed a roadmap to return our delivery protocols to normal service levels. Please refer to the attachment 'Roadmap for COVIDSafe deliveries' for an outline of this plan.

With patient and driver safety our key priority, it is important to note that the plan may be implemented in different phases in different areas of the community based on rates of infection and community transmission. While hopeful of a timely return to pre-COVID service levels, it is possible we may need to revert to prior restrictions if significant changes in transmission or infection rates occur. Your Clinical Sales Specialist will keep you updated as we progress through the roadmap.

Serving Healthcare Professional and patients during this difficult time remains our number one priority and our team will continue to work with you to support your needs. Please do not hesitate to contact your local Clinical Sales Specialist if further information is required.

Sincerely



Rachelle Thompson
Director, Renal Care & Acute Therapies
Baxter Healthcare