

Monday 11<sup>th</sup> May 2020

## **Baxter Renal Care – COVID-19 – Operations Update**

Dear Baxter Customers

As our healthcare system continues to respond to the COVID-19 pandemic we are working closely with Hospitals, Clinicians and the State and Federal Governments to ensure we can meet the needs of our clinicians and patients.

Our coordinated response continues, and we thank you for working with us during this time to ensure we can meet the needs of the Renal community and support the ongoing care for patients. Please find below information on a new initiative in our response to COVID-19 and updates on supply of products and services used for Peritoneal Dialysis and Haemodialysis.

### **Sharesource – COVID-19 Fee Waiver offer**

Baxter is conscious of the significant impact that COVID-19 continues to have on the Renal patient community across Australia and New Zealand. We are very aware of the need to limit clinic and hospital visits during this time of increased risk of community transmission and the benefits of home therapy during the pandemic.

To further support Home PD patients Baxter is pleased to be able to offer a fee waiver in relation to Baxter's Sharesource 2.0 Platform until 31 October 2020. This offer is 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.

Baxter has enough stock of Claria for the anticipated demand, however if demand for this offer increases to a level that impacts device supply, Baxter will prioritise new home patients (as opposed to transitioning existing home patients) to Sharesource. This is to ensure as many patients as possible realise the benefits of home therapy during this period of increased risk. At the end of the COVID-19 fee waiver period, our usual commercial arrangements will apply.

We hope this fee waiver period will reduce the necessity for hospital and clinic visits for vulnerable patients with ESRD during the COVID-19 pandemic. If you would like to move forward with 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 PD solutions, hemodialysis (HD) monitors, dialysers, bloodlines and water systems.

To address the increase in demand:

- We have added additional work shifts to our key manufacturing facilities;
- We are moving key products via airfreight for faster delivery, where necessary, and;
- We are directing product where it is needed the most.

While we have increased production to address the increased demand, we are experiencing increased lead times for both HD Monitors and Water Systems as we manage the current global demand and challenges with freight in the current environment.

We continue to see some local signs of stockpiling, which may lead to product shortages. We continue to assess placed orders and if any unusually large orders or repeated orders for the same product are placed, our team will contact you to assess the urgency of the requirement. We continue to ask that all customers please only order quantities needed to meet immediate patient treatment needs.

## **Home PD and HD patients – Changes to delivery protocols (previously advised)**

The changes in delivery protocols and temporary suspension of the International Holiday program continue as previously advised. We will continue to monitor the situation and advise any further changes as required.

Serving Healthcare Professionals 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  
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Baxter Healthcare