

Friday 27 March 2020

Baxter Renal Care – HomeCare Delivery – Patient Update

Dear Valued Patient,

We would like to provide an important update on Baxter’s response to the COVID-19 pandemic.

Since the emergence of COVID-19, we have been taking proactive measures to protect patients, clinicians, drivers, suppliers and our employees.

We are already taking the following necessary and precautionary measures to ensure your safety and that of our drivers while maintaining the sustainability of our delivery network:

- Drivers have been taking precautions where required, such as using additional protective equipment including masks and gloves and increasing the use of hand sanitiser between deliveries.
- All drivers have been instructed to refrain from any handshakes, and to maintain social distancing.
- Baxter HomeCare Representatives are in regular contact with clinics to understand if patients are either self-isolating or are in quarantine so we can coordinate any special delivery requirements.
- If you or a household member are in isolation or are COVID-19 positive we request that you proactively contact your Renal Unit and Baxter HomeCare immediately to co-ordinate special delivery requirements.

Given the ongoing risk of COVID-19, we find ourselves in the difficult situation of instituting greater precautionary measures to ensure we maintain your safety and that of our transportation and warehousing personnel.

Effective immediately we are making the following changes:

- Baxter has instructed the drivers to deliver supplies directly inside the front entrance of your home. You may also inform Baxter if you do not want a driver to enter your home.
- Drivers will no longer be able to rotate your stock.

- We understand you may not be able to or may not have friends or family support to move or manage stock, and we will discuss and work with your clinic if additional support is required.
- In the event Baxter is informed that you or someone that lives with you is in quarantine or has been diagnosed with the virus, we will work with your clinic to perform a risk assessment to identify the most appropriate process for delivery. This may include a request for an alternate delivery point at your home, our drivers may wear full personal protection equipment and/or additional stock may be delivered. We will work with your clinics on this strategy.
- If you are currently using our recycling programs, we will temporarily be suspending this service, and these items will not be collected.
- Machine collections and deliveries will continue in accordance with the guidelines above.

We have reinforced our procedures with our employees and drivers to ensure they are clear about the requirements while coronavirus continues.


We have reminded both our employees and drivers of symptoms of the virus, and what actions to take should they feel sick while at work.

As you may be aware, the Australian and New Zealand Federal Governments have introduced strict travel bans for citizens. As a result, we are temporarily suspending the international holiday program, "Travel Club", for home PD patients. Patients currently travelling will continue to be supported.

We have not taken these decisions lightly as we understand the inconvenience this may cause you. These changes are put in place to ensure your safety and that of Baxter personnel and to sustain Baxter's ability to serve our Home Patients and Hospital Customers during these challenging times.

Sincerely

Rachelle Thompson



Director, Renal Care & Acute Therapies
Baxter Healthcare