

NOVEL CORONAVIRUS PREPAREDNESS AND SUPPORT

25th March 2020

Medtronic

Dear Patient / Care Provider

The coronavirus pandemic affects all of us and comes with enormous challenges for people and communities. We recognise the important role our therapies play in supporting your diabetes management needs and appreciate you may be worried and may have some questions. Therefore, we wanted to provide you with an update on the steps we are currently taking.

What we are doing:

▪ **Impact of COVID-19 on our activities**

We are keeping all our manufacturing facilities and call centres open. At present, there hasn't been a significant impact to our operations from the virus. We have robust business continuity plans in place and are closely working with our partners and suppliers to help ensure ongoing support and delivery of our products to those who need it most.

We have taken all measures we could to minimise the spread and the impact of the virus as much as possible for our customers and our employees.

As we are working diligently to continue to serve everybody on time, we are facing some challenges that unfortunately could cause temporary shipping delays of select product lines. This is the case for our MiniMed™ Quickset™ infusion sets and our Guardian™ Sensor 3 lines. These potential shipping delays are a result of higher-than-usual customer demand, as well as approvals of some production line changes by official bodies that were delayed but are now resolved.

▪ **Provide updates**

We will continue to monitor the situation closely and will give important updates, as needed, via social media ([facebook.com/MedtronicDiabetesUKandIreland](https://www.facebook.com/MedtronicDiabetesUKandIreland)), email, and our website at www.medtronic-diabetes.co.uk/news.

What we ask from you:

▪ **Continue with normal order patterns**

We understand that the situation is probably stressful and that you might want to have additional safety stocks at home. Medtronic has enough supply to service patients across the globe with their normal orders. Our goal is to remain fair and to continue to service all patients with their normal order levels for continuous therapy. Thank you for understanding that, in

the current situation, if you order more than what you typically use, other patients might not be able to receive what they need. We therefore would like to ask you not to change the way you order infusion sets, reservoirs or sensors, but only to place your next order with normal volumes when you are down to a one-month supply. This will allow enough time to receive your next delivery.

If needed our team can assist you with identifying alternative infusion sets.

▪ **Guidance for contacting our service teams**

We always look forward to speaking to our customers. Due to the current situation, you may experience longer waiting times than usual when you are reaching out to us. To help serve you better and place orders in a more efficient manner, we recommend these steps:

- For non-urgent queries such as guidelines, updates and general information, please refer to:
 - Our website (www.medtronic-diabetes.co.uk),
 - Our Facebook Page (facebook.com/MedtronicDiabetesUKandIreland),
 - Or your Product User Guide
- If you are struggling to reach us by telephone, you can place orders via:
 - Our website (shop.medtronic-diabetes.co.uk) (excludes NHS funded sensor orders)
 - Or please send an email to: rs.csukdiabetes@medtronic.com with the following information:
 - MMT (Product Codes) of items you wish to order (limited to one box per order)
 - Your account details, including account number, name, home postcode and delivery address
- For any **urgent** requests for troubleshooting, product advice or real out-of-stock situations, please contact our service helpline at 01923 205167


▪ **Guidance for receiving UPS deliveries**

We understand how important it is to have timely delivery of your Medtronic supplies. Due to the 2019 Novel Coronavirus (COVID-19), it may be the shop you use to collect your delivery from a UPS Access Point is closed. We have therefore decided to only provide home deliveries during this time of restricted movements. This should reduce the necessity for you to leave your home and help social distancing.

In order to track and manage your deliveries, we recommend you can log on to UPS My Choice® at <https://www.ups.com/gb/en/services/tracking/mychoice.page> to register an account if you have not already done so.

▪ **Use online tools to stay updated**

For reliable and accurate information, please refer to sites such as [World Health Organization](https://www.who.int), [GOV.uk website](https://www.gov.uk) or the [NHS 111 website](https://www.nhs.uk). You can also find helpful advice on how to manage sick days on our [website](#).



We hope this message gives you the clarity you need during this time of uncertainty. We truly appreciate the trust you place in us and thank you for continuing to give us the opportunity to support you.

Please know that, as this situation evolves, one thing will remain constant: Our decisions will be guided by our [Mission](#) and our collective commitment to the customers we serve.

The Medtronic Diabetes UK Team
Medtronic Limited