
COVID-19 Update: May 15, 2020

Dear Valued Customer,

In many places, last week felt like a turning point. The conversation is shifting from closing to opening, and leaders are speculating what our ‘new normal’ will look like as more states and localities open again. You can be confident that no matter what happens, supporting you in caring for patients and ensuring the safety of our employees are our top priorities.

Today, I want to provide several updates on this evolving situation.

Reopening and new standards

The healthcare landscape continues to change as more providers make plans to reopen and adapt to new standards. At the same time, those who have remained open are caring for patients while they change their operations and processes to best protect their staff and patients. We are in frequent contact with the Federal Emergency Management Agency (FEMA), the Centers for Disease Control and Prevention (CDC) and the federal government to make sure we have the latest information and are prepared to support your business amidst these changes.

Resources for PPE shortages

While we have found new sources for and stocked more critical personal protective equipment (PPE) through our partnership with Walmart, participation in FEMA’s Project Airbridge and other efforts, demand for these products is still significantly higher than supply. Unfortunately, we fear that we will only see this strain increase in the next few months as more providers reopen and global production ramps up for these new unprecedented demand levels. This is a frustrating dynamic; still, we are confident that we will get through it, together. One bright spot is the number of resources available to help you. For example, the CDC has guidance on how to extend the life of your current PPE:

- [Eye protection](#)
- [Isolation gowns](#)
- [Gloves](#)
- [Facemasks](#)
- [N95 respirators](#)
- [Powered air purifying respirators](#)
- [Elastomeric respirators](#)
- [Ventilators](#)

We also have added new messaging on McKesson SupplyManagerSM, our online ordering system, to help you see the availability of products and any exceptions that impact your order.

There is a lot of information out there, and it can be overwhelming. To help, we aggregate information from multiple sources on our regularly-updated [COVID-19 microsite](#).

Watch out for scams

Unfortunately, some others see this crisis as an opportunity for fraudulent scams and predatory practices. The rise in scams related to COVID-19 has escalated to the point that the FBI started [sending out alerts](#) in March, and has since issued detailed alerts regarding scams related to [health care fraud](#), [cryptocurrency](#) and [medical supplies](#). The Health Industry Distributors Association (HIDA) has prepared [guidelines](#) to help you determine if an offer to supply PPE is from a legitimate source with the ability to deliver. We also ask you to help report such actors and attempts to the U.S. government. You can report suspect offers and actors to the Department of Homeland Security (DHS) Office of the Inspector General at <https://hotline.oig.dhs.gov/#step-1> or 1.844.889.4357.

Looking forward

It is encouraging to see the progress in the fight against COVID-19, but there is still a long way to go. We are proud to partner with you in this fight. Your staff and your patients remain priorities for us. Please know that our team members

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continue their tireless and persistent efforts to find, procure and deliver more critical PPE to you so we can help this country get back to work quickly and safely. Like you, we will not stop in this pursuit and we will continue to show up for you.

Thank you for all you do every day to deliver care for your patients and our communities.

Sincerely,

Stanton McComb
President, McKesson Medical-Surgical