



March 20, 2020

Dear Valued Customer:

Our hearts and thoughts go out to all our customers – the healthcare workers at the front line serving the communities across the nation during this unprecedented health crisis. We are grateful for the relationships we've built with you and remain dedicated to serving your facility, and its patients, in any way we can.

As the Coronavirus (COVID19) continues to be the top priority we've been actively monitoring updates from the CDC and have taken several steps to sustain our services:

### **We are taking our cue from the CDC and our Customers**

HealthTronics is following the most recent CDC guidance including hygiene practices, eliminating non-critical travel, eliminating face to face meetings, and requiring a 14 day quarantine for any employee who is not feeling well, is exhibiting symptoms of COVID19, or who has been in contact with someone thought to have been exposed to the COVID19 virus.

- ✓ Our Field and Clinical staff are following all procedures implemented by the healthcare facilities we serve including temperature screening prior to entering the facility.
- ✓ Our Scheduling staff remains available should our customers' need to reschedule certain procedures.
- ✓ Our Contracting staff are monitoring our customers' contracts and taking the necessary steps to ensure service is uninterrupted should your facility's contract expire and helping to put in place short term interim arrangements to cover any mobile services you may source through another vendor that is currently unable to meet your requirements.
- ✓ Our Sales Support staff continues to field inquiries from our customers and are working with our Territory Sales Managers and the Operations Team to monitor changes in customer demand to ensure the resources shift to accommodate these changes.

### **We have implemented enhanced equipment cleaning procedures**

Our Field and Clinical Staff have implemented enhanced sterilization procedures. In addition to normal pre and post procedure sterilization, our mobile staff are required to clean and disinfect all equipment including C-arms, Lithotripters, Lasers, Ultrasounds, Cryotherapy and all transport vehicles at the beginning and end of each workday. In addition, any field/clinical staff receiving inventory shipments must clean the packaging with disinfectants and wash their hands after handling shipments.

### **We remain at the ready**

HealthTronics understands that its employees – the many tenured, skilled staff of technicians, clinicians, and support staff - are fundamental to our ability to be ready today and ready when the health crisis is over to serve our customers and we have taken the first steps to keep our staff actively employed. We stand committed to continuing to provide mobile services to the best of our ability during this challenging time.

What we ask of you is to keep us informed. Let us know what we can do to help and support you in your efforts to support the patients you serve.

We are vigilantly monitoring the COVID19 situation and will continue to implement the necessary precautionary measures to ensure the safety of our customers, employees, and the communities we serve.

If you have any questions or want to share information with us, please contact our Sales Support Team at [salesupport@healthtronics.com](mailto:salesupport@healthtronics.com).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Russell Newman', with a long horizontal flourish extending to the right.

Russell Newman  
CEO