



COVID-19 Update - revised

COVID-19 (Coronavirus) has created an increased demand and caused product to be in short supply during a time when we are already in the midst of normal flu season. **We continue to experience an increase in demand for masks, disinfecting wipes, hand sanitizer, gloves, gowns and other infection control products.**

We remain in constant contact with our manufacturer partners to understand their capacity and ensure the most up-to-date information in keeping up with the demand. As our manufacturer partners make adjustments, it may impact delivery dates. We have also worked very hard to procure pristine product from third party suppliers to ensure availability during this unprecedented volatile time.

We understand this is a very stressful time for all of us in the healthcare industry and we will continue to prioritize the needs of our committed customers with purchase history to ensure the most consistent product supply. Please expect product substitutions over the next few months as we deal with the reduced availability of product due to the COVID-19 outbreak. **Our first priority is to ensure product availability for our long-term care (LTC) customers.**

Impacted Categories: N95 masks, earloop style procedure masks, disinfecting wipes, hand sanitizer, thermometers, isolation gowns, gloves and other infection control categories. **Please note:** *all large orders will be reviewed and allocations may be enforced. Any orders from these impacted categories remain non-cancelable and non-returnable to avoid excess unsellable product supply.*

We truly appreciate your continued patience and support as we work together through the impacts of COVID-19. Please reach out to your Territory Sales Manager regarding any questions or assistance with product availability.

Terry Barnes
Founder & President

Matt Barnes
CEO





Our ongoing commitment during COVID-19

To our valued customers and employees,

Since 1968, Professional Medical has been dedicated and committed to the Health Care Industry in both the Long-term Care Nursing Home and the Home Medical Equipment (HME/DME) markets. During the COVID-19 (Coronavirus) pandemic, we are an essential business, distributing medical equipment, supplies and service to our customers daily. **Please rest assured that Professional Medical remains open and fully operational serving our customers daily needs – throughout the Midwest and beyond.**

We are taking the steps necessary to protect our employees by following the latest **Centers for Disease Control** and governmental guidelines. **Some additional steps we have taken to ensure the health and well-being of our customers and employees:**

- We have temporarily updated our Returned Goods Policy: *Effective immediately and until further notice, Professional Medical will not be accepting any product returns, due to the COVID-19 (coronavirus). Typically, returned sellable goods are put back into stock. At this time, due to COVID-19, we are not placing any returned goods back into stock.*
- Implemented a CLOSED DOOR POLICY, meaning that no visitors or outside carrier drivers will be allowed to enter the building.
- All ProMed Delivery Drivers (van and truck) are wearing gloves when making deliveries and sanitizing their hands between deliveries. ProMed VAN drivers are wearing gloves and a mask for all Signature Required or Enhanced patient deliveries.
- We are providing masks to any employee that would like one. All warehouse employees are wearing gloves when receiving product in, picking orders and loading trucks.
- We have increased the frequency of our cleaning procedures, particularly surrounding hand washing and disinfecting of common areas. We are reminding employees about washing hands often.
 - Increased daily cleaning of all warehouse equipment, surfaces and electronics
 - All ProMed delivery vehicles are disinfected daily, including the drivers' portable electronics
- We carry reserve, overstock product within essential product categories, such as respiratory. Typically we carry an average 30 days of overstock. We have ramped up to 45-60 days overstock on essential product categories. We have increased warehouse staffing by 10% to aid in getting orders out as quickly as possible.

We have truly been making every effort to deliver during this unparalleled time. Our sourcing, distribution and customer service teams are working tirelessly to fulfill your requests during these unprecedented times.

We very much appreciate your patience and support. We pledge to get through this together and wish you all the best of health.

Terry Barnes
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