

March 12, 2020

Statement on Coronavirus Disease 2019 (COVID-19)

Dear Valued NxStage User:

We at NxStage, with our colleagues at Fresenius Medical Care, have been closely monitoring the progression of COVID-19 across the world. Accordingly, we have been taking steps to continue to be able to deliver the supplies you need to perform your home hemodialysis therapy.

Do I need to worry about running out of supplies?

Our supply chain is global, and we have taken great care to be able to continue to meet your needs, even with an event like the spread of COVID-19. None of the events in China or Italy have affected our ability to deliver products to patients.

We have instituted policies to protect our workplace from symptomatic individuals infected by coronavirus. We also have self-quarantine policies in place for individuals who have traveled internationally or have been exposed to other individuals infected with the virus.

You should continue ordering supplies as normal. We do not recommend that you try to build an excess inventory of supplies. At this time, we do not foresee a scenario that would prevent us from delivering your supplies.

Do I need to worry about delivery people coming into my home?

We recommend that you take precautions to keep space between yourself and others. Our delivery companies have instructed their drivers to stay home when showing flu-like symptoms and are reinforcing the importance of hand washing. If your clinic has asked you to provide a mask to a delivery person, they have been instructed to accept that mask.

What special cleaning is required for equipment?

NxStage's existing guidance for cleaning equipment meets or exceeds guidance from the US Centers for Disease Control (CDC) and World Health Organization (WHO).

When equipment is returned to our facilities for repair and refurbishment, it is cleaned using a 10% bleach solution. This exceeds the bleach concentration recommended by the CDC for household disinfection in homes with COVID-19.

Your safety is our top priority. For further assistance please contact your care team or NxStage Customer Service at 866-697-8243.

Regards,

Daniel Call
Vice President, Product Management