

March 16, 2020

TO: Mobile Instrument Customers
FR: David Anbari, President
RE: Corona Virus Impact on Preventative Maintenance Services

As the impact of the current national health emergency expands, we understand that some customers are considering limiting access to their facilities to reduce potential for transmission and that non-medically essential surgeries may be deferred to free inpatient beds for virus victims. We wanted to address these points as they relate to continued delivery of surgical equipment maintenance and repair services.

Facility Access to Mitigate Transmission Risks

Your Mobile Instrument service technician will comply fully with your facility's processes and procedures for facility access including any new requirements. We have worked with some customers to arrange for exchange of equipment without person-to-person contact. Trays and other items due for service can be left in a designated area for exchange to avoid direct contact. This approach enables us to continue preventative maintenance with minimal risk of virus transmission.

Service Frequency Increase During OR Downtime

If there are reductions in non-medically essential procedures at your facility, this creates an excellent opportunity to take advantage of the reduced case load to catch-up on service that has been delayed. During this time, we can gain access to surgical assets that would otherwise be in continual use. We are prepared to increase our service frequency if there is a reduction in OR cases that allows us to get more maintenance services completed. This includes sterilizer cleaning services as well as case cart and rolling stock services which can be nearly impossible to schedule when operating room volumes are at normal levels.

We remain deeply committed to continuing critical service during this difficult time. It is critical that we not reduce our focus on preventative maintenance which will inadvertently create a backlog of service needs that will be difficult to recover from when OR case load returns to normal.

We've created a page on our website that contains specific information on our response to the current situation including our contingency plans to ensure continuing operations. Please refer to <https://resources.agilitihealth.com/covid19-faq/> to view this information. If you still have questions, please let your local Mobile Instrument representative know or call our home office at 937-592-5025 and we'll do our best to answer your questions.

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