



March 20, 2020

Dear Healthcare Partner,

Cape Medical Supply is currently operating under a modified operating plan as a result of the COVID-19 pandemic. All patients are continuing to receive their CPAP devices and supplies. We are proud of the steps our team took early in the process to ensure uninterrupted service to patients across New England.

We wanted to take a moment to outline the processes we are currently following.

### **New CPAP Setups**

1. Patient orders are qualified
2. Prior authorization is obtained, if applicable
3. Patients contacted and offered the opportunity to have device shipped or delay their appointment
4. If appointment is delayed the patient is queued in our system for contact at a later date
5. If shipping is selected, we move to a mask fitting discussion over the phone
6. Setup packet is sent to patients via DocuSign (e-signature solution)
7. Packet is returned and order is moved to Respiratory Therapist for machine setting and shipment
8. Patient receives email with several videos and supporting documents to assist with therapy
9. Follow-up phone call with Respiratory Therapist occurs within the first week of therapy

### **CPAP Resupply**

There is no change to normal operations. Our pick/pack/ship facility is at our headquarters in Sandwich, MA and is operating as normal. This is a high-volume facility shipping thousands of packages a month across New England. We have assurances from our manufacturing partners that the supply chain is stable and there are no expected disruptions in product movement.

We have redundancies in place should there be an issue with our shipping facility. We do not anticipate any change of service for our resupply patients for the duration of this event.

### **Phone Support**

Beginning Monday March 16<sup>th</sup>, Cape Medical Supply moved to a work-from-home (WFH) option for as many personnel as possible. Our VOIP phone system allows for no changes to phone queues when staff works remote. All systems have continued to function as normal throughout the event and our management team has a daily operations call to review performance and discuss needs.

We will continue to monitor the situation and adjust our operating plans as needed. Our team stands ready to continue to provide patient care under this modified operating plan and we are proud of their efforts to date. We wish you the very best during these challenging times and we stand ready to assist as needed.