



March 12, 2020

Cape Medical Supply is announcing proactive changes to our normal operations in response to the ongoing COVID-19/Coronavirus pandemic. We are taking these steps in the interest of the health and safety of our team members, patients, professional partners, and the communities we serve. We stress that we have no known or suspected exposure to COVID-19 among our staff or patients; this is a proactive measure in line with the recommendations from experts on social distancing and limiting person to person interactions where feasible.

These steps are taken in line with MassHealth's recent guidance to, "*Identify ways to limit direct person-to-person contact by leveraging technology, where appropriate.*" We are also focused on international guidance regarding "social distancing," and encourage all parties to continue to respect guidance from the Centers for Disease Control (CDC).

We have mitigation plans to ensure our patients receive the products they need, and we will leverage our technology infrastructure to deliver patient care services through telehealth channels.

1. Effective March 16th we are limiting all person-to-person activity. We have plans in place to ship products to patients to ensure they can commence therapy ASAP.
2. We are encouraging all patients to utilize our web-based technologies to ensure efficient service. We have a mobile app as well as a web portal for ordering, communication and information. Please email us at info@capemedical.net, including your full name, date of birth, and preferred email (if it's not the one you are sending from).

Cape Medical Supply is NOT closing. We are standing by ready to meet the needs of the patients and partners we serve. We are simply modifying how we operate, temporarily, to give our patients and team members the best chance to avoid person to person interactions. We are confident in our shipping operations and technology infrastructure. We also have confidence in our state licensed respiratory therapists and their ability to service patient needs through a telehealth first service model.

We will continue to monitor the situation and communicate as needed. We are in constant communication with federal and state regulators, the health insurance community and our healthcare professional partners.

We are hopeful we can restore operations to normal as soon as is medically advisable. Please continue to follow the lead of the medical community and we thank you for your understanding during what is a challenging time for our country.