

# Statement Regarding COVID-19 Virus

March 25, 2020

Living and working through a global pandemic — the coronavirus (COVID-19) — is an event none of us has experienced in our lifetime. As the situation continues to evolve, we want you to know that your Diplomat Specialty Infusion Group team will be here for you.

We know our services are essential to your health. We know you are depending on us.

## Medication Supply and Delivery

We have locations across the United States to ensure we can continue to meet your pharmacy needs — even during emergencies.

Our top priority is making sure you get the medication and supplies you need. We have a large supply of medications and are shipping orders on time. At this time, we remain focused on making sure delivery continues to be secure and reliable.

There are shortages of some infusion supplies. We will limit quantities where needed. This will help extend our ability to provide them long-term. Be assured we will provide you with what you need for your treatment.

We will not fill extended days supplies at this time. We will continue to fill usual day supplies of medications and nutrition supplies to maintain inventory.

We will update you and your care team if this changes.

## Employee Safety and Precautions

Our nurses have the most current guidance from the Centers for Disease Control and Prevention (CDC). They are equipped with the personal protective equipment needed to keep both of you safe from potential exposure.

Nurses are screening patients and themselves for signs of COVID-19. Nurses who show symptoms have been asked to stay home for 14 days and be tested. They are not returning to patient care until they are symptom-free.

## How can I get more support or information?

- For questions about your Diplomat pharmacy or infusion care needs, please reach out to your Diplomat consumer advocate, patient service representative, or pharmacy team at 1-888-684-7483.
- If you are feeling anxiety or stress related to COVID-19, our free Emotional Support Help Line is available 24 hours a day, seven days a week at [1-866-342-6892](tel:1-866-342-6892).
- Read more at <https://www.optum.com/covid-19.html>

## More information

- [Centers for Disease Control COVID-19 information](#)

We will continue to update this information.