March 17, 2020

Delivery Adjustments due to Coronavirus (COVID-19)

Dear Valued NxStage User:

In the coming weeks, as much of the country begins to practice social distancing, many of the companies that deliver our supplies and equipment to you have begun implementing policies that prohibit drivers from entering your home. Although many drivers are still delivering inside, we are sending this letter to help you prepare in case this changes.

NxStage is not prohibiting drivers from entering your home, but we expect that this constraint will soon be in place for a large share of deliveries.

Although the delivery companies are independent from NxStage, thus far we have been successful in getting them to agree to put deliveries into garages or right at the entrance.

We are all in a period of uncertainty and rapid change. We appreciate your patience and we commit to communicate with you quickly and honestly as things continue to evolve. Please rest assured that, as previously communicated, we have every expectation that we will be able to continue to deliver NxStage supplies to you to perform your therapy.

For equipment swaps:

We understand that moving equipment in your home may be difficult to do alone. If we know that your driver will not be crossing the threshold, we will discuss this with you when the swap is arranged. You will need to either a) arrange to have a trusted helper (family member, neighbor, etc.) present, or b) arrange to have someone from your clinic come to help perform the physical swap. If you are unable to obtain assistance, please contact NxStage Customer Service at 866-697-8243.

For monthly deliveries:

For the supplies delivered each month, we hope that you will be able to bring the supplies in from your door box by box. If this is not possible, please arrange for a
trusted helper to assist. If you are unable to obtain assistance, please contact NxStage Customer Service at 866-697-8243.

If we know that your driver will not be crossing the threshold, NxStage or the courier will discuss these options with you when the delivery is arranged.

What do you need to do next?

NxStage will let you know if we are told that you will be affected by a delivery process change. There is no need to contact NxStage to discuss your preferences at this time. Please begin to think about who could assist you with moving supplies around your house if you are affected.

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

This letter is intended to inform you of NxStage product deliveries only. If you have questions about other ancillary supplies such as masks and gloves, we recommend you reach out to your dialysis clinic for more information.

Regards,

Daniel Call
Vice President, Product Management