



March 17, 2020

Dear Chartwell Patient:

Now that the COVID-19 outbreak has arrived in our area, I wanted to reach out to let you know that Chartwell fully intends to make sure that your care will be uninterrupted. I realize this is a time where we all feel more vulnerable than normal, and we want you to rest assured that Chartwell is working hard on your behalf to be sure you get the medications you need.

Chartwell has made the following preparations:

- We have adjusted our inventory to have up to three months of supplies on hand.
- Our employees are being screened to be sure that our team will not transmit the virus to you.
- If you receive your deliveries via UPS, you should see no change in service. Currently, UPS understands the importance of your delivery and it is a priority.
- If you receive your deliveries via local delivery, we are instructing our drivers to deliver the product to the threshold of your home, but no further. If you require our driver to transport your delivery into your home, the drivers have been provided Personal Protective Equipment for your safety, as well as for the safety of Chartwell personnel.
 - Please also know that there is important paperwork within your package that needs to be signed and returned to Chartwell for us to be able to continue to provide you service.

Taking these essential precautions and others will help maintain the healthiest and safest environment possible for everyone. We encourage all within our community to pull together with care and to support one another through this difficult time.

We understand that this may be an upsetting situation for you. Should you have any questions or concerns about your medication, please contact your Chartwell Pharmacist.

You may also obtain additional information on the Center for Disease Control and Prevention website at www.cdc.gov.

Best Regards,

A handwritten signature in black ink, appearing to read "Kathleen Patrick".

Kathleen Patrick
President
Chartwell Pennsylvania, LP