

December 9, 2020

Dear Valued Customer,

We appreciate that you count on Baxter to deliver the life-saving and life-sustaining products needed to care for your patients and are committed to doing our part to keep you informed on our efforts to maintain business continuity and product supply. We recognize that this has never been more important than now with coronavirus surging and support you as you treat COVID-19 patients. This website and supply resources page is part of our commitment to providing timely and transparent supply communications and industry-leading partnership with you.

Throughout the pandemic, Baxter has continually increased production of key products and optimized our supply chain network, including working with third-party suppliers and expanding shipping options to ensure healthcare needs are being met. We have increased minimum inventory targets to having 6 months or more of supply on products used to treat COVID-19 patients so that you can order with confidence.

We understand the importance of steady supply and continue to develop materials to demonstrate our supply reliability. We encourage you to use our Supply Availability Report, which is updated weekly, to access current product availability information to help you plan patient care. We have also created a Supply Reliability Fact Sheet that shares all of the ways that Baxter is ensuring supply reliability so that you have access to our products as you plan patient care.

Thank you for your continued partnership and support. We applaud your efforts in the fight against this ongoing pandemic and hope you feel that Baxter is here to support you in delivering top quality patient care. We always want to hear your feedback and questions and encourage you to share your thoughts with us by emailing [USHP\\_Marketing@baxter.com](mailto:USHP_Marketing@baxter.com). Your comments will help inform additional initiatives to ensure we are fully prepared to meet your needs.

Sincerely,



Signature

Heather L. Knight  
General Manager  
U.S. Hospital Products  
Baxter

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