

## How medi® is addressing the CoronaVirus

Our main priority at medi® is the health and safety of our employees, customers, and patients. As most all are aware, COVID-19 is a top concern in the nation and world today.

As of now, medi is operating on a normal business schedule. While there were rumors of interrupted deliveries from Europe, that is not the case and custom garments continue to arrive as expected. medi USA continues to produce and ship products and we will do so as long as we are not compromising the health and safety of our employees, customers and patients. If there are any changes to this operating schedule, we will communicate this as timely as possible.

In order to better service our community of patients, dealers, and clinicians, medi USA is waiving the drop ship fee for deliveries to residential addresses. We understand your patients may prefer to limit their trips to and from the DME shop or the clinic as a health precaution. We will support this by waiving the customary fees and enabling folks to continue to get their needed therapy without compromising their desire to limit contact within the community.

We actively encourage everyone to continue with common-sense precautions and follow CDC guidelines to prevent the [spread of illness](#). We also encourage following any guidance offered by the World Health Organization (WHO) and your local and state government authorities.

Our core slogan at medi, “I feel better”, guides our initiatives to support our diverse set of customers, including patients, clinicians, our dealer partners, as well as the medi employees and the communities we serve. It is our commitment to make all of these stake holders feel part of the medi family and thus ...feel better.

Sincerely,

**John Cody**

President, medi USA