

# Frequently Asked Questions: 4.23/4.24

For the latest information on COVID-19 please visit [www.cardinalhealth.com/covid19](http://www.cardinalhealth.com/covid19).

## Inventory

### 1. Will the increase in manufacturing and API restrictions coming out of India create a drug shortage problem in the U.S.?

On March 3, 2020 due to the COVID-19 pandemic, India's Directorate General of Foreign Trade restricted exports of several Active Pharmaceutical Ingredients (APIs) and formulations. This is a situation that we are closely monitoring. The Pharmaceutical industry is considered an essential industry, and Cardinal Health, in collaboration with Red Oak Sourcing, is monitoring supply availability. Most manufacturers keep several months' worth of safety stock in their supply chain.

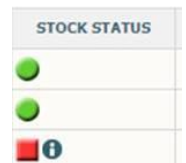
We have worked proactively to secure product where possible and are actively working with our manufacturing partners and Red Oak Sourcing on a daily basis to understand availability, manage inventory levels, increase product when applicable and quickly respond to the needs of our customers.

### 2. How is Cardinal Health managing allocations and backorders?

As the COVID-19 situation progresses, we are continually evaluating the situation to determine how we can best manage our inventory. With that, we are balancing requests for urgent needs in certain areas of the country while continuing to allocate products based upon existing demand and historical use. However, we know the current situation has created an increase in demand for product, sometimes beyond your historical usage. With this in mind, you may now request an Average Monthly Usage adjustment by calling Customer Service at 800.926.3161. We have instituted similar methodology for backorders.

### 3. How can I find out the amount I am allocated?

Using Order Express, the Stock Status Icon (refer to image on the right) will indicate whether the item is stocked (green), in low stock (yellow) or out of stock (red) at your Distribution Center. Clicking on the Stock Status icon will pull your current quantity available to order. This value is the account-specific quantity immediately available at the DC. The quantity displayed may change daily based on account usage and product receipts. If the number is zero, either the DC is out of stock or you have already reached your allocated amount for the week based on your historical usage.



### 4. Is Cardinal Health experiencing a drug supply shortage for any drug and/or NDC?

Cardinal Health is managing supply disruptions through our weekly fair share allocation methodology for all products. We will continue to work closely with our supplier partners to provide available product to our customers.

### 5. Is there any literature that goes along with the hydroxychloroquine donated product?

Yes. The U.S. Food and Drug Administration (FDA) has provided literature related to the donated product on their [website](#).

### 6. If I have a Pharmaceutical Distribution account with Cardinal Health, am I able to purchase Personal Protection Equipment (PPE) products?

Yes, Pharmaceutical Distribution offers a limited portfolio of PPE items; however, these products are currently in short supply.

### 7. What is the return policy on items purchased during this time?

Our customers' normal return policy applies.

### 8. Can my pharmacy access the Abbott ID NOW COVID-19 assay to perform point-of care testing?

Abbott recently received an Emergency Use Authorization from the FDA for its COVID-19 assay on the Abbott ID NOW platform. The Cardinal Health Laboratory Products business within our Medical segment is an authorized

distributor of the Abbott ID Now COVID-19 assay and is working collaboratively with Abbott to distribute product to customers approved by Abbott. In order to be eligible to purchase the Abbott ID Now COVID-19 tests through Cardinal Health, you must have an account with our Laboratory Products business AND your facility must be approved for distribution of COVID-19 products by Abbott. **We are unable to provide access through Pharmaceutical Distribution accounts at this time.**

- If your facility has an account with Cardinal Health Laboratory Products, please contact your Cardinal Health Laboratory Sales Representative to inquire about access to Abbott ID Now COVID-19 products.
- If you do **NOT** have an account with Cardinal Health Laboratory Products, please email your request directly to Abbott at [COVIDservice@Abbott.com](mailto:COVIDservice@Abbott.com).
- For recent announcements from the FDA on COVID-19 related products that have received Emergency Use Authorization, visit [here](#).

## Pharmacy operations

### 9. How do I inform Cardinal Health if one of my pharmacy employees has tested positive or has been medically confirmed for COVID-19?

We ask that you notify your sales/account manager as soon as possible if one of your employees tests positive for COVID-19 or is medically confirmed and this infected individual was in contact with a Cardinal Health employee or contracted driver. Please have the following information available.

- Name of person reporting incident
- Caller phone number
- Date and time of report
- Was the impacted person in the pharmacy?
- Was the customer employee in contact with the driver?
- Date of last day at work
- Date of onset of symptoms
- Date of positive COVID-19 test or medically confirmed case of COVID-19

### 10. What should I do if I'm closing my facility / pharmacy?

If your facility / pharmacy is closing due to COVID-19, please contact Customer Service at **800.926.3161** and provide the following information:

- a. Customer name
- b. Customer phone number
- c. Customer account number(s)
- d. Customer distribution center name and number
- e. Reopening date for customer account number(s)
  - i. If your facility will be closed for a longer amount time, please indicate on your request

### 11. What should I do if I'm changing my facility / pharmacy hours?

If your facility's / pharmacy's hours of operation are changing due to COVID-19, please provide the below information and send to [GMB-DUB-LSC@cardinalhealth.com](mailto:GMB-DUB-LSC@cardinalhealth.com)

- a. Customer name
- b. Customer phone number
- c. Route and Stop
  - i. located on the top right of the customer's invoice
- d. Order number
- e. Order date
- f. Operating time/date change

### 12. What should I do when my facility / pharmacy re-opens?

When your facility / pharmacy *reopens*, please contact Customer Service at **800.926.3161** within 48 hours and provide the following information:

- a. Customer distribution center name and number

- b. Customer account number(s)
- c. Re-opening date

Please note that you may not have Order Express ordering capabilities for 24 to 48 hours while we process your request. If you encounter this issue, you may place an order with Customer Service via phone or email. Please make sure you inform your sales representative as well if your facility / pharmacy is re-opening.

## Delivery and carrier information

### 13. How is Cardinal Health supporting a safe delivery process?

In an effort to reduce potential risk associated COVID-19, Cardinal Health is practicing no contact deliveries and limiting exposure time during the delivery process.

We recommend the following to support a safe delivery:

- Delivery providers should avoid lines or areas where triage, testing, screening or patient care is provided.
- Delivery providers should avoid stocking shelves within pharmacies/locations.
- Delivery providers will continue to execute a no contact proof of delivery by maintaining control of their device as well as their paper documents. They will ask and record the first initial and last name of the person accepting the delivery.
- We request you notify the sales representative or account manager if employees at the delivery site are suspected of having COVID-19, are waiting for the results of a COVID-19 test or have tested positive for COVID-19. We will also ask you to provide a contact timeline.
- Alternately, we will notify you when we become aware if a driver is suspected of having COVID-19, is waiting for the results of a COVID-19 test or has tested positive for COVID-19. When available from the logistics delivery provider, we will provide a contact timeline.

As a precautionary measure, delivery drivers will be equipped with gloves and non-surgical face masks during the delivery process.

- If the customer would like to provide additional personal protective equipment as part of the delivery experience, the driver may choose to participate.

### 14. Are there changes in delivery times, routes or drivers?

We are still delivering to all routes. However, due to increased volume and additional precautions, we have rebalanced our routes, which may cause you to see a change in driver or a delay in your delivery.

To allow our team more time to plan for the number of orders we need to pick that day and help to keep us running on time, we encourage you to submit your complete and final order by 6 p.m. local time.

### 15. How and when do I inform Cardinal Health if one of my employees has tested positive for COVID-19?

We ask that you notify your sales/account manager as soon as possible if one of your employees tests positive for COVID-19 or is medically confirmed and this infected individual was in contact with a Cardinal Health employee or contracted driver.

### 16. How will Cardinal Health inform us if a Cardinal Health employee or contracted driver tests positive for COVID-19?

We will inform you through your sales representative or account manager as soon as possible if a Cardinal Health employee or contract driver who was at your facility tests positive for COVID-19 or is medically confirmed.

### 17. How is Cardinal Health communicating with logistics delivery service contractors?

Our Logistics Center of Excellence leaders are conducting daily calls with our carriers. We have provided our carriers with a set of expectations regarding COVID-19 precautions and have been assured that carriers and third-party logistics partners are communicating this guidance with all drivers. All carriers and third-party logistics partners have been asked to direct their drivers/couriers who are experiencing COVID-19 symptoms or pending

test results to not work. We are requiring service providers to implement temperature self-checks. Delivery drivers must conduct temperature self-checks at beginning of their shift. Any driver that has a temperature of 100.4 degrees and above should not make any pick-ups or deliveries to any Cardinal Health facilities or our customer locations.

**18. What adjustments to normal procedures has Cardinal Health made in response to the COVID-19 pandemic?**

Cardinal Health has made a temporary change to the proof of delivery process. Amid growing concerns surrounding the COVID-19 virus and the potential risk associated with physical contact, Cardinal Health has implemented a temporary change to the delivery process. This specifically pertains to when a signature is required on the handheld devices or paper proof of delivery documents carried by delivery providers. In lieu of the recipient taking physical possession of the signature pad or paper proof of delivery document to provide a signature, delivery providers will retain control of their handheld devices or paper documents and record the first letter of the first name and full last name of the pharmacy employee accepting delivery. We believe that this precaution will help reduce physical contact between customers and service providers during this unprecedented situation.

**Note:** The State of California requires the following two conditions be met regarding this temporary change to the proof of delivery process:

1. The delivery personnel must confirm that the employee accepting the delivery is a pharmacist.
2. The delivery personnel must input/record the pharmacist name and license number conveyed to them by the pharmacist directly into their signature capture device or paper proof of delivery document in lieu of the pharmacist physically signing the tablet/paper proof of delivery document as part of the delivery process.

**19. Aside from reusable totes, is there another method Cardinal Health can use to deliver product?**

Yes. Starting April 6, we will begin to supplement delivery totes with tamper-evident plastic bags in some markets. Our goal is to minimize the number of reusable totes passing from driver to customer, as well as maximize space in courier vehicles in order to expedite deliveries. This will not change how we ship chemotherapy, NIOSH, flammable or refrigerated product. The bags will display as a tote on your delivery manifest. You may dispose of the plastic bags after opening and removing your order.

**20. What measures are the Cardinal Health distribution centers taking to reduce the risk of exposure to employees within the facilities?**

As a precautionary measure, Cardinal Health has advised all distribution center employees to wear non-surgical face masks and gloves. In addition, employees have been directed to conduct temperature self-checks regularly and report any temperatures above normal to their supervisor.

**21. Are distribution centers cleaning totes?**

Proper cleaning procedures can reduce the risk of a potential virus from spreading, especially on hard surfaces. Cardinal Health has cleaning practices in place for handling totes and packages. We expect to continue with our cleaning practices throughout the COVID-19 outbreak.

The World Health Organization (WHO) and Centers for Disease Control and Prevention's (CDC) recommendations regarding the best ways to prevent the spread of COVID-19 include hand washing, staying home when sick and avoiding close contact with people who are sick.

**22. Has Cardinal Health developed a contingency plan specific to COVID-19?**

Cardinal Health takes its responsibility to maintain service to our customers during crisis situations very seriously, as demonstrated through our history of service during natural and human-made events. We take a holistic approach to emergency preparedness and are committed to the continuity of service in the event of a crisis.

As the coronavirus outbreak (COVID-19) continues to spread, Cardinal Health has implemented pre-established business continuity and pandemic contingency plans, working in accordance with guidelines set by the World

Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and the U.S. Department of Health and Human Services (HHS).

**23. If the National Logistics Center (NLC) or another distribution center are unable to ship, does Cardinal Health have a contingency plan in place?**

Each business within Cardinal Health is responsible for business continuity planning by running tabletop exercises based on a plethora of scenarios. We recognize the important role we play in delivering product and medications from suppliers to customers. The National Logistics Center is a recognized best-in-class model for effective, efficient delivery both for suppliers and customers – but it is not the only method of distribution during a significant event. We have contingency plans for all our distribution centers across our network to provide continued delivery of product should the need arise. At times there may be delays or changes in routes required by the contingency plan. However, if changes were to occur, we would notify our customers directly or through their account manager or sales executive.