

# Frequently Asked Questions 4.7.20

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

## Inventory

### 1. How is Kinray managing inventory?

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 while continuing to utilize maximum order settings by item based upon existing demand and historical use.

### 2. 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 to each Distribution Center. We will continue to work closely with our supplier partners to provide available product to our customers

### 3. How are backorders/out of stocks being handled?

If an item is on backorder/out of stock, continue to use the current Auto-Add feature in Weblink to add the item to your PO. When the item is back in stock, product will be distributed to customers in the order in which the request was placed by date. If you need to modify your Auto-Adds, select the OUTS button on the top ribbon in Weblink. Note: if you change the quantity of your original Auto-Add, your order date will change to the date of the modification.

### 4. How is Kinray distributing hydroxychloroquine?

We are continuing to distribute hydroxychloroquine product to the eligible customers who are serving patients who are affected by COVID-19, and continuing to work with manufacturers to bring in incremental product.

### 5. What happens if I need hydroxychloroquine to serve patients for a condition other than COVID-19? **UPDATED**

We recognize the need for patients who currently use hydroxychloroquine to continue to have access. As the COVID-19 situation progresses, we will continue to consider how to best manage our inventory to help maintain product availability for all customers as best we can. If you are in need of hydroxychloroquine for a patient for a condition other than COVID-19, please contact your sales representative/account manager.

### 6. Am I able to order non-prescription and OTC products?

Yes. As part of our continued effort to support our customers during this situation, we have prioritized OTC items based on demand caused by COVID-19. We are periodically shipping non-prioritized OTC items based on supply and our warehouse capacity.

### 7. Am I able to purchase Personal Protection Equipment (PPE) products from Kinray?

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

### 8. What is the return policy on items purchased during this time? **UPDATED**

Our customers' normal return policy applies. However, effective immediately we are suspending CII returns (buybacks) through the end of April.

## Pharmacy operations

### 9. What should I do if I'm changing my pharmacy hours or closing entirely?

With the spread of COVID-19, many pharmacies are changing their hours or closing. Knowing this information is critical to the efficiency of supply chain and logistics. If you are changing your hours or closing, please be sure to email [KinrayCustomerCare@kinray.com](mailto:KinrayCustomerCare@kinray.com) or alert us via Weblink message.

### 10. How do I inform Kinray if one of my pharmacy employees has tested positive or has been medically confirmed for COVID-19? **UPDATED**

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

## Deliveries

### 11. Are you experiencing delivery delays?

We are doing daily deliveries Monday thru Friday. However, due to increased demand and additional precautions, some deliveries may be delayed.

### 12. Are there changes in routes or delivery times?

We are continuing with daily deliveries Monday through Friday. However, due to increased demand and additional precautions, some deliveries may be delayed. 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 have adjusted cutoff times. Please refer to Weblink for adjusted cutoff time.

### 13. How is Kinray communicating with logistics delivery service contractors?

Our Cardinal Health 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.

## COVID-19 response

### 14. What adjustments to normal procedures has Kinray made in response to the COVID-19 pandemic?

Cardinal Health and Kinray have 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, we have 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.

**15. Has Kinray and 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).

**16. If Kinray, the National Logistics Center (NLC) or another distribution center are unable to ship, do Kinray and 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.

**17. Will Kinray provide Personal Protective Equipment (PPE) to carriers and third-party logistics partners?**

Due to recommendations from the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC), Kinray is not currently providing Personal Protective Equipment (gloves, face masks, gowns) for its couriers or third-party logistics partners. If your facility requires PPE for delivery, the PPE will have to be provided by your facility.

**18. 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.

**19. 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.