



In keeping with [Heraeus Medical](#)'s core values of communication, quality, innovation, and collaboration, we would like to update you on the steps we are taking to be a safe, consistent partner to you during this time of expanding COVID-19 concerns:

Our Commitment to Quality Supply:

Many people, hospitals and companies are worried about the observed spread of the novel corona virus 2019-nCoV.

While we are also concerned generally, we currently do not see a specific negative impact on our supply chain. Heraeus Medical has still significant inventory of PALACOS® bone cement in the United States and at our production site in Germany and our warehouses.

This said, international supply chains are affected by the current situation, which is why we are closely monitoring the global development and are preparing ourselves for certain possible scenarios. We are confident that we as an organization are prepared to professionally handle the challenges that may arise. For the time being we are still delivering PALACOS® and accessories via 2-day delivery. We will inform you should that situation change.

In addition to the timeliness of supplies, we remain committed to avoiding quality risks in our supplies.

Unlike trunk stock delivery, our delivery process ensures the cement is not exposed to temperatures and conditions which will degrade its performance in surgery or in vivo. We do not support a “rep carry in” process as it lacks quality control and may increase pathogens in the OR.

All of our cement is manufactured in a clean room environment and undergoes over 130 computer automated checkpoints throughout production. Heraeus Medical also pioneered the sterilization of bone cement with ethylene oxide (EO).

Our Commitment to Easy Ordering:

We realize that you spend extraordinary time tracking other supplies (such as masks) at the present time and want to make the stocking of bone cement and accessories as easy as possible for you. To this end, we are happy to support both stocking and standing orders. If you are interested in learning more, please contact hmus.salesops@heraeus.com.

Heraeus Medical accepts EDI orders placed 24/7 (and will process during normal working hours after it is received). Additionally, direct support can always be reached during normal business hours via our tollfree number 1-833-PALACOS (1-833-725-2267).

Our Commitment to Infection Control:

We believe that limiting personnel in the facility and operating room is good infection control, especially during the COVID-19 Outbreak. To that end, we are developing several initiatives for remote support, including:

- 24-7 support for questions you or your operating room team have on cement preparation and application by emailing pmmapro@heraeus.com.
- The ability to schedule remote in-services with our Clinical Education Team via Skype Video Conference, by emailing pmmapro@heraeus.com.

How PALACOS® is prepared and administered will affect the working time and quality of the cement, and we have developed a unique set of best practices based on the large number of studies performed on PALACOS®.

In the event that one of our representatives needs to visit your facility, all are equipped with Cherokee Infinity® Scrubs with the Certainty® Antimicrobial Fabric Technology. While we know they will wear your scrubs into the operating room, we hope this technology will cut down on the transport of microbes from the outside environment into your facility.

The PALACOS® Pro all-in-one fixation system which enables contactless preparation of cement. This closed system both limits the exposure of your staff to MMA fumes, and the bone cement to circulating particulates (including microbes) in the operating room.

Thank you and please do not hesitate to contact us with any other requests we can do to help you during this time.

Sincerely,

Devin Childers
President and General Manager
Heraeus Medical North America