Maintaining Continuity of Care During COVID-19

The COVID-19 pandemic has changed life for all of us, disrupting family and work routines seemingly in a matter of days. For patients who already face health challenges, COVID-19 can make it even more difficult to access care for their conditions. It is critical that patients have continuity of care as the COVID-19 crisis evolves, and as partner to IMOS, we want to support you in ensuring that patients will continue to receive the medications they were, and will be, prescribed.

You may have seen the recent guidance from CMS to limit non-essential surgeries and procedures – see attached. If necessary, please consult with your organization’s health care expert to determine what is best for the patients you serve, especially with respect to infusions or other HOPD non-surgery procedures. Importantly, CMS emphasizes that decisions about care remain in the hands of state and local health officials and physicians with direct responsibility to their patients.

In these extraordinary times, we remain firm in our belief that treatment decisions belong with patients and their health care providers. Ensuring stability and continuity of care remains critical and switching of a clinically stable patient from their current therapy should be based on an informed decision by patients with their physicians.

We understand your priority right now is meeting the needs of your patients and practice. At the Janssen Pharmaceutical Companies of Johnson & Johnson, we are here to help. Below are important updates:

- **Patient Programs:** Janssen CarePath will continue to provide patient support resources through our call center and provider portal. Call volumes may increase, which may result in longer-than-normal wait times. Janssen has a variety of other patient and provider programs that support fulfillment and use of our medicines. We are striving to continue to meet the needs of our customers with these programs. Please visit [https://www.janssencarepath.com](https://www.janssencarepath.com) for more information including contact numbers.

- **Medical Information:** The Janssen Medical Information Center is staffed to meet your needs virtually. For medical information inquiries, contact us by visiting [http://askjanssenmedinfo.com/](http://askjanssenmedinfo.com/) or by calling 1-800-Janssen (1-800-526-7736).

Know also that as this crisis unfolds, Johnson & Johnson is taking steps to help prevent the spread of the coronavirus (COVID-19), exploring the potential for a vaccine, and acting on robust business continuity plans to meet the needs of those who depend on our products.

For more information on Johnson & Johnson’s response to COVID-19, please visit our website at [www.jnj.com/latest-news](http://www.jnj.com/latest-news).

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[Health Care Systems, Inc.]

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