

March 12, 2020

Dear Valued Customers:

As COVID-19 makes its way across the globe, it's affecting our communities in different ways. One that is acutely affected is the healthcare community. As we continue to monitor Coronavirus (COVID-19) developments closely, the health and well-being of our clients, partners, and our employees is of utmost importance to us. As a partner to your business, we also understand the critical need to limit any impact this health event could have on our service to our clients. We are focused on our preparedness efforts to maintain a safe work environment for our staff while also sustaining business operations.

We have set up an incident response team to stay up to date with recommendations from the World Health Organization (WHO) and Centers for Disease Control (CDC). Our leadership is working to ensure our ability to continue essential work and deliver the products and services you rely on. We plan to continue to serve you 24/7, as you serve your patients through this time of crisis. We have a plan in place that is managed by a dedicated team who are committed to keeping our operations running smoothly so that we can provide you with the best possible service. This is an unprecedented situation. We are following the lead of the CDC with regard to important COVID-19 containment precautions, such as limiting travel and maintaining social distance.

Our plan includes the following:

- We have ensured that our staff can work from home as needed in order to prevent the spread of any illnesses so that we can continue to provide support 24/7 for all customers.
- All Tier 1 and Tier 2 customer support teams are now able to perform their roles remotely while still maintaining proper levels of security and privacy.
- We ask that you continue to use our JIRA Self-Service Desk portal to submit incidents. We will continue to operate within our Service Level Agreements (SLA) as normal.
  - <https://sdesk.drfirst.com/servicedesk/customer/user/login?destination=portals>
- In the event that we receive an influx of calls due to the increased demand on healthcare facilities, we are preparing extra staff to help with calls as needed to meet our SLAs.

As you consider your response to this crisis, please be aware that DrFirst tools such as iPrescribe and Backline are particularly helpful as providers work to quickly implement telehealth or other patient management or work from home strategies. Typically, providers will face two issues: first, a need to triage potentially infected patients without asking them to physically come to the practice, and second, if a healthcare worker tests positive for COVID-19, they will have to be quarantined but may be well enough to continue working with patients remotely. Backline's new telehealth capability gives control to the provider in both cases, and iPrescribe allows prescription writing from anywhere, with a set of very sophisticated features. Please contact us to get access to these tools quickly.

For two decades, DrFirst has demonstrated unwavering support to our clients, and in dealing with the present circumstances, we will continue to use every effort to deliver uninterrupted services to all our customers. We hope you, your families, and staff stay healthy through this time. If you have additional questions, please contact your DrFirst Account Manager or Representative.

Sincerely,

James F. Chen, CEO and Chairman  
G. Cameron Deemer, President

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