

Therakos™ Photopheresis Systems and COVID-19 Preparation

Frequently Asked Questions (FAQs) for Customers (as of May 1, 2020)

- 1. Is Mallinckrodt experiencing operational interruptions due to COVID-19?**
No. There is currently no impact to our logistics or supply chain due to COVID-19.
- 2. Does Mallinckrodt have a disaster preparedness/pandemic readiness program?**
Yes. Mallinckrodt has a documented preparedness plan that guides our response to natural disasters and other crises. We rely on close communication with our customers. We are monitoring the impact of COVID-19, and responding with appropriate inventory and supplies to meet patient and customer demand during this current situation.
- 3. How is Mallinckrodt supporting current demand for product during this time?**
Mallinckrodt maintains a sufficient supply of THERAKOS™ Photopheresis Instruments, CELLEX™ kits and UVADEX™ and we are in constant communication with our supply chain partners to meet expected demand. If you wish to discuss your inventory needs at any time, you can speak to Therakos Customer Service at **1-877-566-9466**.
- 4. Are the CELLEX™ kits used in the THERAKOS™ Photopheresis Systems cleaned, sanitized and customer/patient-ready before delivery to our centre?**
CELLEX™ Kits are manufactured in a controlled environment (class 8 clean room) and our manufacturing facilities follow multiple device manufacturing standards. In addition, all CELLEX™ kits are sterilized prior to delivery to customers.
- 5. What precautions are you and your staff taking against the spread of COVID-19?**
Across our operations, we are focused on adhering to the rigorous, documented guidelines that we have in place to minimize infection risks. Some examples include, training on disinfection procedures, wearing personal protective gear when managing medical equipment as well as adhering to workplace standards.
- 6. Can I get a copy of Mallinckrodt's documented preparedness plan that guides your response to natural disasters and other crisis situations?"**
These documents are confidential and not available for distribution.
- 7. How is Mallinckrodt supporting customers in being able to continue delivering treatment during this time?**
Mallinckrodt continues to support our customers and their patients through a combination of Customer Care, Product Support and Technical Service. These teams can be contacted 24/7/365 at the following number: **1-877-566-9466**.

For any query related to a treatment or device functioning, our **Clinical and Technical Team** is available 24/7/365.

The Clinical and Technical teams will evaluate all requests for urgent training and critical technical interventions on a case-by-case basis and will support you onsite where necessary to help ensure patient access to therapy. In order to access your department, we will ask you to check and confirm if your hospital policies allow vendor access and the associated conditions. On-site technical interventions will be scheduled in line with any local regulation for travel and work restriction.

For any administrative query related to product ordering, supply or invoicing, our dedicated bilingual **Customer Service Team** is available 24/7/365.

- 8. Are there any specific instructions to clean the CELLEX™ device after treating a patient affected by COVID?**

At this time, we ask that you continue to utilize the cleaning procedures listed in the operations manual along with your institution specific cleaning policy. The CLX ECP kit is for single use and should be disposed of after each treatment using the centre's routine practice for disposal of potentially contaminated material.

*If you have any additional questions about our preparedness and response plans related to COVID-19, please contact **Mallinckrodt Customer Care at 877-566-9466.***

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