



March 16, 2020

To Our Valued Healthcare Providers:

DiagnosTechs is proud to be your partner in noninvasive testing for the health of your patients, as we have been since 1984. We have always been, and remain committed to your safety, your patients' health and the health and well-being of our staff. We remain true to these commitments as we all face the continuing outbreaks and spread of COVID-19.

As a laboratory focused on human health, we are taking all necessary and extraordinary measures to ensure that our entire DiagnosTechs team – from our laboratory technicians to our medical support team and our administrative support areas – remain healthy and safe. We perform hourly environmental cleaning with recommended sanitizing agents on all surfaces in our workplace, as well as providing disposable wipes and hand sanitizers in all working areas. We have posted and observe rigorous hand-washing procedures with soap and water, and also provide alcohol-based hand sanitizer throughout our offices.

We have advised our employees to check themselves for symptoms, and if they exhibit any signs of illness or have had direct contact with someone exhibiting those signs and symptoms, to stay home. In an abundance of caution, DiagnosTechs has taken the extraordinary steps to minimize travel and conference attendance. We encourage our staff to work from home if they are experiencing symptoms or have been exposed to someone exhibiting symptoms.

DiagnosTechs will continue to serve you, your practice and your patients with our usual responsive customer service, and you may continue to expect our gold standard of customer support. Call us or log in to our provider portal, and we will be available to you.

Despite the recent challenges that the novel coronavirus has placed on the world healthcare community, we are here for you. Our staff is happy to host informational meetings virtually, and as always, we are ready to serve you via email and phone. DiagnosTechs is open for business, and we know you are, too.

If you have any questions or concerns, please do not hesitate to reach out to myself or your Account Manager directly. As we always have been, we are here for you.

**Maroun N. El Khoury M.D.**

*Medical Director*

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