



Pfizer Inc
235 East 42nd Street
New York, NY 10017

To Doctors, Nurses, Pharmacists and other Health Care Professionals,

As critical and valued partners in the health care community in the U.S., we wanted to connect with you during these unprecedented times to share our approach to the COVID-19 pandemic and changes we are making to best address your needs and those of the patients you serve. Pfizer is taking steps to ensure supply of our medicines and help halt the spread of this disease by developing antiviral therapies and, through a partnership, a potential vaccine for the COVID-19 virus. We have also [recently announced](#) a commitment of \$40 million in medical and charitable cash grants to help address urgent needs of U.S. and global partners on the front lines of the pandemic. The combined donation includes medical and charitable grants from Pfizer Inc. and The Pfizer Foundation to support both domestic and global responses.

How We Are Connecting with You

You may have already noticed that we are adjusting how we connect with you. We are very mindful of the impact the current situation has on you and your patients. Out of respect for how extraordinarily busy you are during this period and to ensure the health and safety of our colleagues and their communities, we made the decision to temporarily pause all in-person engagement by our customer-facing colleagues in the U.S. and Puerto Rico. During this time, we will use virtual tools whenever possible and make these available to you to ensure you continue to have access to necessary information and resources.

How We Are Attacking the Pandemic

We all can play an important role in the fight against COVID-19. As outlined in Pfizer's [Five Point Plan](#) and announced in an [update on our progress](#) in the battle against the global COVID-19 pandemic, we are taking bold steps to accelerate the development of therapies to treat and vaccines to protect patients from this virus and improve response to future global health crises. We have created a SWAT team of Pfizer's leading virologists, biologists, chemists, clinicians, epidemiologists, vaccine experts, pharmaceutical scientists and other key experts to focus solely on addressing this pandemic. We have also [partnered with BioNTech](#) to accelerate the development of its potential first-in-class COVID-19 mRNA vaccine program, BNT162, which is expected to enter clinical testing by the end of April 2020.

How We Are Ensuring Supply of our Medicines

Pfizer diligently monitors the supply of our medicines. Our manufacturing and supply chain professionals have been working non-stop to ensure that Pfizer medicines continue to be available to patients.

We've identified a list of medicines that are critical to treating patients with COVID-19 during this time. For many of these critical medicines, we have ample supply. For some, the unprecedented surge in demand for these products is limiting our ability to fully satisfy customer orders in the short-term. We are making every effort to advance the ordering of additional materials, increase our production of the most essential products, expedite orders to customers, especially those in high-impact areas, and allocate customer orders to ensure the most appropriate distribution.

How We Are Addressing Patient Needs

Pfizer recognizes the strain that the COVID-19 pandemic is placing on patients and health care providers around the world. We are working with governments, international NGOs and U.S.-based not-for-profit organizations to respond to this pandemic by donating much needed medications and vaccines and working to support frontline health workers.

In the U.S. we have temporarily adapted some elements of the Pfizer Patient Assistance Program to accommodate the evolving needs of patients we serve and ensure they get access to their medicines without interruption. We have responded by increasing patient supply during the quarantine and where possible, approved telehealth prescribing, and more. For help accessing a physician-prescribed Pfizer medicine, please contact Pfizer RxPathways at 1-844-989-7284.

How We Are Participating on the Front Line

In recognition of the unprecedented demands that the COVID-19 pandemic has placed on health care systems around the world, Pfizer has established a Medical Service Program that will allow health care professionals within the company to engage in the care and treatment of these patients.

How We Are Staying Informed and Looking Ahead

We are continuously assessing how best to support you and deliver our medicines to the patients who need them. We will continue to monitor all available information regarding COVID-19 to ensure the continued supply of our important medicines to patients. We are regularly updating our COVID-19 information and how we are responding and welcome you to visit <https://www.pfizer.com/health/coronavirus/how-pfizer-is-responding> to find the latest information as the situation evolves. In addition, you may connect with your local representative with any questions or concerns and you can also go

to www.PfizerPro.com for access to product information, patient assistance resources, and Medical Information.

We are committed to ensuring public health and safety. You and the patients you serve are critically important to us. We look forward to working with you and to addressing this challenging pandemic together.

Sincerely,

A handwritten signature in blue ink that reads "Mace Rothenberg" followed by a stylized flourish.

Mace L. Rothenberg, MD
Chief Medical Officer, Pfizer Inc.