

June 17, 2020

Dear Valued Customer,

We hope you are doing well under the circumstances. We recognize you are likely receiving different and/or more detailed questions from patients as a result of COVID-19 concerns.

Should you receive any questions about the potential for virus transmission through the use of Boston Scientific medical devices, below please find a letter you can share with your patients.

We developed this letter after recently surveying U.S. patients who had a surgical or medical procedure canceled or delayed due to the COVID-19 pandemic to better understand what information they were seeking as they looked to reschedule postponed procedures. More than one-half (54%) of survey respondents were interested in communications from manufacturers of their devices. Notably, patients were seeking assurances about the safety of the medical device(s) to be used in their procedure, particularly around virus transmission.

We hope the below letter will be useful to you in addressing patient concerns. Please let your local sales representative or our customer service team know if you have additional questions.

Thank you for your commitment to advancing patient care.

Kind regards,  
Your Boston Scientific team

Dear Valued Patient,

We care deeply about your health and safety and want to ensure that you feel confident about the safety and sterility of our devices, particularly at a time when there are heightened concerns about the spread of coronaviruses. To that end, below please find answers to commonly asked questions as it relates to COVID-19 and our medical devices.

**With COVID-19, how are you keeping your work environment safe?**

In addition to our normal cleanroom manufacturing standards – which reduce contamination risk and control environmental factors like temperature and humidity – we have changed the way our global workforce operates, including prioritizing on-site presence for employees who make our medical devices. We have also added more thorough and more frequent cleaning measures, increased distance between employees at their workstations, instituted daily on-site temperature screenings and required all on-site employees to wear face masks.

**Can COVID-19 be transmitted on a medical device?**

There is no evidence that COVID-19, which is spread from person to person via respiratory droplets, could be transmitted via a medical device. In addition to knowing the virus has poor survivability on most surfaces, it’s important to know that our devices that are implanted or come in contact with patients also go through a comprehensive sterilization process after manufacturing. This process is overseen by the U.S. Food and Drug Administration (FDA) and is completed before a device is packaged and shipped to healthcare centers around the world.

You may rest assured that our innovative medical devices continue to be held to the highest quality and production standards which enable us to help millions of people around the world live healthier lives.

Kind regards,  
Your Boston Scientific team

