



Coronavirus Response | March 10, 2020

We wanted to keep you up to date on the steps Virta Health is taking amid the current surge in cases of [COVID-19](#), the disease caused by coronavirus. First, patient health and safety are our top priorities. We are committed to you as a partner to ensure that patients under our care receive world-class treatment, even in the current environment.

Fortunately, we do not anticipate any disruption in our ability to deliver care to Virta patients, and our platforms and processes are designed to maintain care continuity in the event of outbreaks like COVID-19. Specifically:

- **Our care is fully virtual.** We provide care whenever and wherever it is most convenient for our patients, even in the comfort of their own home. This means our patients avoid the added exposure risk of entering a healthcare facility and will have uninterrupted access to our clinicians even if the broader healthcare system is strained.
- **Our workforce is distributed.** We are set up to work fully-virtually, without any changes to our underlying systems or protocols. In fact, many of our employees already work this way, and we are uniquely suited to maintain business continuity when people work remotely.

Beyond our existing structures, we are taking additional measures to ensure ongoing quality of care. For many people, the COVID-19 outbreak is frightening. We are proud to be a trusted and readily accessible source of health information for the patients we serve; this trust comes with real responsibility. We are ensuring that guidance from our clinicians and coaches follows the most up-to-date and evidence-based recommendations from the CDC and other public health authorities.

We are also executing on a number of initiatives that make life easier for patients should additional life disruption occur. Our clinical team is actively preparing patient guides that include lists of shelf-stable, Virta-friendly foods in the event that our food supply-chain is compromised. We have shopping lists prepared for home-delivery patients who prefer not to shop in grocery stores. For those who do become ill, we will have a guide on how to advocate for nutrition needs if hospitalized. These are just some of the many examples we are taking to make sure our patients are fully cared-for during what may be a difficult time for some.

Internally, we are ensuring the health of our own team by adopting a prevention-based approach that follows [CDC guidelines](#) while also preparing for the possibility of illnesses in our own offices. Our business and care continuity plans have been reviewed and updated to address the uncertainty and array of possibilities of COVID-19's impact. For team members who regularly work in our offices, we have enabled a liberal work from home policy. Currently, all San Francisco team members are working remotely in line with recommendations from the San



Francisco Department of Public Health. Employee travel has been deliberately limited to decrease risk. You may hear from our team requesting that in-person meetings are changed to virtual in the coming weeks.

As mentioned at the top of this letter, we currently do not anticipate a disruption in our ability to provide care, nor a need to suspend the Virta treatment should any of our patients become ill with COVID-19.

Globally, we have all learned that during this crisis conditions can change rapidly. So too can health recommendations and protocols to mitigate the spread of COVID-19. We will follow these changes closely and be in regular contact with updates should the need for different action arise. Meanwhile, we'll do everything in our power to provide the ongoing, expert care our patients deserve.

If you have any questions at all, please do not hesitate to contact us.

Best Regards,

Sami Inkinen, Co-Founder and CEO
Dr. David Harrison, Vice President, Clinical Care