

May 20, 2024

Dear Valued Aveanna Customer,

We are writing to provide you with an update regarding the supply of your Kangaroo™ ePump and Kangaroo™ Joey enteral feeding bag sets.

Cardinal Health, the manufacturer of the Kangaroo brand feeding bags, is currently experiencing global supply chain challenges that are affecting their Kangaroo™ ePump and Kangaroo™ Joey enteral feeding products. Consequently, there have been intermittent backorders on their products, which will continue throughout the Summer of 2024. To read the full notice from Cardinal Health, please visit <https://aveannamedicalsolutions.info/051724>.

Cardinal Health anticipates backorders for the following items and has provided anticipated recovery dates as indicated below:

Item Code	Item Code Description	Anticipated Backorder Recovery
772055	Kangaroo™ ePump 500 mL Pump Set	Sep-24
773656	Kangaroo™ ePump 1000 mL Pump Set	Sep-24
674668	Kangaroo™ ePump 500 mL Feed Set with 500 mL flush bag	June-24
773662	Kangaroo™ ePump 1000 mL Feed Set with 1000 mL flush bag	June -24
762055	Kangaroo™ Joey 500 mL Pump Set	Nov-24
763656	Kangaroo™ Joey 1000 mL Pump Set	July-24
763662	Kangaroo™ Joey 1000 mL Pump Set with flush bag	July-24

To ensure continuity of care, Aveanna Healthcare Medical Solutions ("AHMS") will be working with McKesson, our third-party distributor, to ship available alternatives where possible. As a result, due to these manufacturer backorders affecting ePump 500 mL bags, Joey 1000 mL bags, and ePump 1000 mL bags, you may receive Joey 500mL bags in your upcoming order. In such cases, please make sure to refill the bag, if applicable, to administer the correct quantity during the patient's feed.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-255-8360 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。

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While this serves as a temporary solution, we anticipate additional backorders may further challenge the available inventory of all Joey and E-Pump bags. The available alternative is the Moog Infinity pump. ***To avoid disruption of care, Aveanna Healthcare Medical Solutions will begin converting patients from the Kangaroo pump and corresponding feeding bag sets to the Infinity feeding pump and bag sets, where possible.*** We believe this conversion will minimize additional impacts on your future orders. For more information about the Moog Infinity Pump, please visit <https://www.moogmedical.com/enteral/infinity/virtual> and <https://www.moogmedical.com/enteral/resources>.

If the Infinity feeding pump and bag sets are declined and there is no available inventory of Kangaroo™ ePump and Kangaroo™ Joey feeding bags, patients will need to use a gravity bag for feeds. For more information on how to use gravity bags for emergency feedings, please visit <https://aveannamedicalsolutions.info/GravityFeedingEN>. For instructions on rinsing and reusing Kangaroo Joey feeding bags, please visit <https://aveannamedicalsolutions.info/cardinalrinseguide>.

To begin the pump exchange process, please email us at refills@aveanna.com or call us at (866) 883-1188. For additional support from Cardinal Health's Customer Service, please call (800) 964-5227.

Thank you for your continued partnership with Aveanna Healthcare Medical Solutions.

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