

January 13, 2025

UPDATE: U.S. IV Products – Hurricane Impact on Baxter’s North Cove, NC Facility

Dear Valued Customer:

We continue to make strong progress at our North Cove, NC facility and have now restarted 9 of the site’s 10 manufacturing lines, representing more than 85% of the site’s total pre-hurricane capacity. The final manufacturing line, which primarily produces specialty IV fluids, is estimated to restart by the end of this month.

While lines require time to ramp up production following restart, we currently expect to be producing at pre-hurricane levels across the plant early in the first quarter of 2025.

The team at North Cove has worked tirelessly to prioritize and produce products that are critical to patient care. Our production recovery plan has grouped products into waves, prioritizing production and allocation increases for core IV fluids and those deemed most critical to patient care and then based on customer usage and availability of substitute products. **We understand the criticality of your ability to plan ahead and thus expect to communicate the next allocation update with you the week of January 20.**

Conservation efforts remain essential to supplement allocation levels. For medical information, support or questions regarding conservation strategies, please contact MedInfo@Baxter.com, call 1-800-933-0303, or visit [Hurricane Helene Conservation and Medical Information Resources | Baxter](#).

We are grateful for your ongoing partnership and efforts as we navigate this complex and challenging situation to prioritize patient care.

Sincerely,

Mary Henson
General Manager, U.S. and Canada
Infusion Therapies and Technologies