

12th August 2021

Baxter Healthcare Queensland – new delivery service provider

Dear Customer,

On behalf of Baxter Healthcare, I am writing to advise you that we are transitioning our delivery service to a new carrier for home patient deliveries.

This initiative is part of our commitment to continuous improvement of our service delivery.

From the 23rd of August 2021, Direct Couriers will begin delivery services on behalf of Baxter to your home. The transition is expected to take place over a period of 6 weeks.

I am pleased to advise that we have retained the services of John Ives, who has been delivering for Baxter for 14 years.

Current service levels will continue as part of this transition. One thing that may change, is that you may see a new driver managing your deliveries.

All drivers will be wearing Baxter Healthcare badges and will introduce themselves for the first time that they deliver to you. Non-touch and COVID Safe delivery methods will continue.

Should you have any queries or concerns about your deliveries, or if there are any special circumstances that we may not be aware of related to your deliveries, please continue to contact your Baxter Homecare team on 1800 BAXTER (1800 229 837) or your home therapies unit, so that we may investigate and address any issues as required.

We thank you in advance for your support as we transition to this new delivery service.

Yours sincerely
BAXTER HEALTHCARE PTY LTD



Rob Macindoe
Regional Sales Manager – QLD/NZ
M: +64 21 966 006
robert_macindoe@baxter.com