

Message from MCS:

As we face the Covid-19 emergency in Puerto Rico, the stakes are high and the challenges innumerable. However, our doctors, nurses, technicians, pharmacists, and everyone who supports patient care are valiantly rising to the occasion, providing quality care to everyone who needs it out there. Our health care workers are on the frontlines of battling the novel coronavirus disease (Covid-19), everyday putting themselves at great risk in the path of this virus, as they cannot stay at home. For that, all of us at MCS, as well as all Puerto Ricans, are indebted to your courage.

But they're not alone in this quest.

Our employees at MCS are backing them up, making sure these heroic front-line clinicians have all the resources they need to stand strong in the line of fire. Our role as a leading healthcare organization, along with our medical providers, is crucial in ensuring our members receive the health care services they need concerning the Covid-19 national emergency.

In these difficult times, I wanted to take the time to publicly express my appreciation and gratitude for these everyday heroes. Thank you to all MCS employees, for your dedication and commitment to sustaining the health care system through the work you do; and to all health care workers, for all the sacrifices you make every day— especially during this pandemic. All these brave souls deserve our deepest gratitude and admiration. Your selfless service during these times of crisis is invaluable and irreplaceable.

At these times, it is important that we all are aware of the great personal responsibility we have to our health and that of the people around us. If your line of work allows it, please stay home with your loved ones. Don't go out unless you need to buy essential items. It's also important to strictly follow the social distancing guidelines we already know. If we all do these simple things, Puerto Rico will prevent the virus from further spreading, and the lives we save may be our fellow healthcare providers.

My thanks and appreciation also go to our clients and members, for trusting us with their most valued treasure: their health. To you, we reiterate our commitment to keep showing you that we genuinely care for you. At MCS, we will remain sensitive to the pressures and needs our members may be experiencing and will go the extra mile to fulfill them. You have my word on this. Providing genuine health care will certainly continue to be my priority at MCS, and I am convinced that I can count on my staff, as well as on the whole healthcare industry, to do the same.

Unity is strength, and the war against this virus will only be won if we stand in the line of fire to fight, together.

Good luck to all of you and may God's good fortune shine fondly on all of us. Happy Easter to one and all, take care of yourselves and enjoy the time with your family this weekend.

Jim O'Drobinak

President, Chief Executive Officer and Chairman of the Board of Directors
MCS

