

Sonic Reports

COVID-19
Special edition



Contents

CEO message	03
Australia	04
Sonic Pathology Australia (SPA)	
Sonic Clinical Services	
Sonic Imaging Australia	
Sonic IT Australia	
Belgium	09
Sonic Healthcare Benelux (SHB)	
Germany	10
Sonic Healthcare Germany (SHG)	
New Zealand	11
Medlab Central	
Switzerland	12
Medisupport	
UK/Ireland	13
Sonic Healthcare UK and MedLab	
USA	15
Sonic Healthcare USA (SHUSA)	

CEO message



It is remarkable how much the world has changed since the last edition of Sonic Reports. The pandemic has had an unprecedented effect on all of us – touching virtually every aspect of our lives.

Since the early stages of the crisis, Sonic Healthcare has played a crucial role in responding to the pandemic. In the midst of widespread disruption and change, our global laboratories have rapidly established coronavirus testing services on a huge scale, providing fast and accurate COVID-19 test results on a 24/7 basis. Our primary care and imaging divisions in Australia have also continued to provide front-line medical services to their communities.

Behind the scenes, and in the midst of lockdowns, dedicated Sonic staff have worked night and day to support the collection, delivery and testing of large numbers of COVID samples. At the same time, Sonic staff have continued to deliver vital, non-COVID results on a daily basis. We have not missed a beat, despite the chaos and dislocation in the world around us.

COVID-19 presented a challenge like none before. For us, it was an urgent call to arms to defend against an invisible enemy at the centre of a global pandemic. We responded swiftly and professionally and conducted ourselves with diligence, dedication and expertise. If ever there was a moment in history to demonstrate our spirit – and our Medical Leadership culture – it was then, in the early, scary stages of the crisis. There can be no doubt about the importance of this work – our testing has saved countless lives in the countries in which we operate.

The crisis, though, is not over yet. As countries transition out of lockdowns, we will continue to care for our communities and provide life-saving testing services to identify positive cases during the next phase of the pandemic. Sonic labs continue to adapt to our constantly changing world and are still processing tens of thousands of COVID PCR and serology tests every day.

The commitment and expertise of Sonic’s global staff through this pandemic will always stand as a defining feature of Sonic Healthcare as a company. Our people, working in labs, imaging practices and medical centres around the world, are unsung heroes, and I could not feel prouder to be part of our amazing team. To our enormous credit, we have conducted ourselves as a dedicated global healthcare team, working to defend against a healthcare threat of immeasurable proportions.

This edition of Sonic Report’s acknowledges and celebrates just some of the outstanding achievements and successes of recent months. We can all take great pride in the knowledge that Sonic Healthcare’s light has shone so brightly during this crisis. This is entirely thanks to your hard and selfless work. You have demonstrated a sense of duty that goes well beyond the dedication to colleagues and company. I am absolutely confident that as a result of your heroic efforts and much appreciated support of Sonic, our company is destined to emerge, at the end of the pandemic, stronger, smarter and more resilient than ever.

For this, I thank you, one and all!

A handwritten signature in black ink, reading "Colin Goldschmidt". The signature is fluid and cursive, written in a professional style.

Dr Colin Goldschmidt
CEO, Sonic Healthcare

Australia

Sonic Pathology Australia (SPA)

Early and extensive testing

The close co-operation of the Federal and state governments to implement a regime of early and extensive COVID-19 testing has helped to control the spread of coronavirus in Australia, allowing us to flatten the curve early, with one of the lowest COVID-19 death rates per capita in the world.

Sonic's Australian pathology practices, alongside the public health services, have played a crucial frontline role in responding to the pandemic. We have been proudly 'testing for Australia' since the beginning of the pandemic, performing more than 450,000 tests, which accounts for more than 20 per cent of the national total.

In the early days, New South Wales and Queensland both emerged as COVID-19 hotspots. Springing into action, Douglass Hanly Moir Pathology (DHM) and Sullivan Nicolaides Pathology (SNP) ramped up their testing capacity significantly and were quickly able to perform more than 2,000 tests per day at each laboratory.

Government contract to provide testing in aged care facilities

In April, SPA was awarded the Australian Government contract to provide a dedicated pathology service for COVID-19 sample collection and testing in 2,700 residential aged care facilities across the country. Since then, we have performed testing at more than 2,000 aged care facilities across Australia, delivering an essential service to our senior Australians and the aged care staff supporting them.



Douglass Hanly Moir Pathology, New South Wales



Mobile testing bus, Clinipath Pathology, Western Australia

Working on the frontline

Unlike most Sonic laboratories, Sonic's Australian practices are required to perform swab collections from patients. This has placed additional pressure on staff, and raised some significant challenges. Our teams have tackled these courageously, professionally and with an absolute commitment to their communities. Our collection staff rank among the nation's frontline healthcare personnel who are the heroes of the pandemic and are the pride of SPA and the country.

Innovations

In an Australian first, Sonic pathologists and senior scientists, led by Dr Michael Wehrhahn (DHM) and Dr Jennifer Robson (SNP), developed a COVID-19 self-collect swab to expand the available methods of swab collection. In the midst of the pandemic, these microbiologists collaborated on a validation study, which confirmed that patient-collected throat and nasal swabs, when tested with the COVID-19 assay, gave similar results as specimens collected by a pathology collector. This pioneering work has since been published in the *Journal of Clinical Virology*.

Drive-through testing facilities have also been established across the country, with thousands of specimens being collected every day.



Drive-through testing facility, Melbourne Pathology, Victoria

Procurement challenges

A sudden and intense demand for personal protective equipment (PPE) saw our procurement teams challenged as never before. Across the country, we quickly needed to access items such as masks, gloves and gowns, which saw our stock levels deplete rapidly. With normal supply chains completely disrupted, stories emerged of cargo rerouted and panic-buying locally. Sonic's Australian practices were allocated PPE from stockpiles held by state and federal governments, but these barely touched the sides.

New and creative ways to secure items quickly and in bulk emerged via contacts across our entities, together with strong collaboration between SPA laboratories. We developed a heightened appreciation for some of our existing vendors who pulled out all the stops to help us. While the challenges in this area are ongoing, our collective efforts will help us continue to meet them in the months ahead.

Nationally, we are now performing approximately 8,000 COVID-19 tests per day, across multiple testing platforms. This provides us with greater contingency, and positions us strongly as the country begins to ease out of lockdown and returns back to work.

Sonic Clinical Services

When lockdown measures were put in place across Australia in mid-March, Sonic Clinical Services (SCS) was faced with an immediate and unprecedented clinical challenge – how do you deliver high quality primary care in a rapidly changing environment, especially when patients are reluctant to have face-to-face consultations?

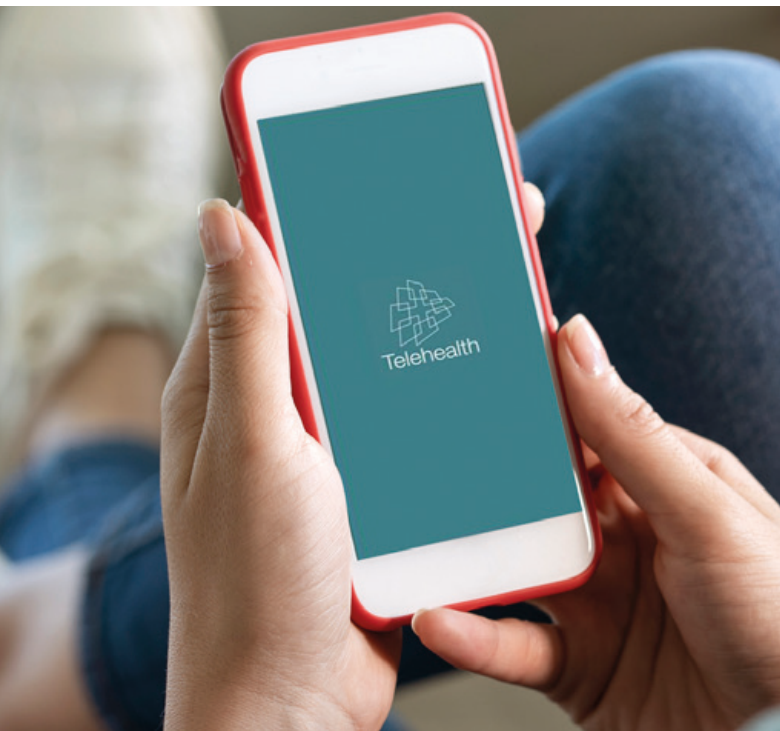
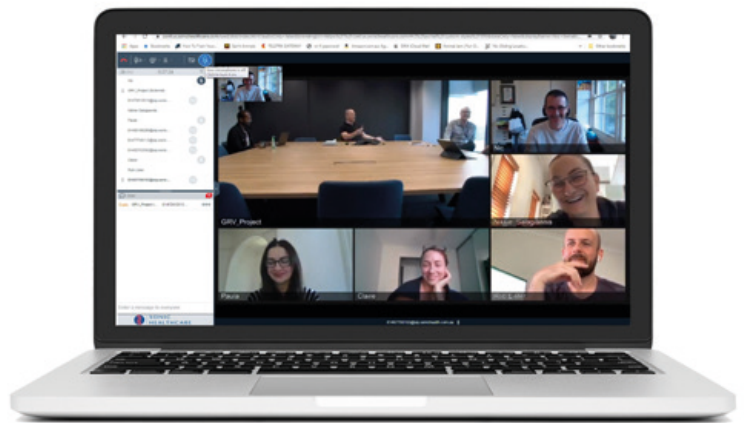
SCS responded with speed and agility, adapting systems and processes – including its workforce – to provide the best possible support for its network of doctors and nurses across all facets of the practice.

Connected

Throughout COVID-19, SCS has remained in constant communication with medical teams, helping them to navigate the prolonged period of uncertainty and continual change. This has included:

- a series of COVID-19 webinars hosted by CEO, Dr Ged Foley, and CMO, Dr Gun Soin, who were available to answer questions. More than 1,300 GPs attended
- daily teleconferences to review the latest COVID-19 developments
- regular updates via our internal newsletter, mySCS, and intranet SCS Edge

The SCS Remote Bookings Service was also quickly upscaled to handle increased call volume, easing the burden on medical centre staff.



Innovative

Thanks to Sonic IT, innovative and secure solutions were implemented to allow thousands of GPs and staff to continue to provide healthcare in new environments, including working remotely, where possible.

Sonic IT also helped to launch IPN telehealth, which was fully integrated into practice management systems, ensuring GPs had a secure platform to access patient information. This was augmented by an SCS-developed product called STEM, which allows GPs to communicate with patients securely via email for documents such as pathology request forms, medical certificates and referral letters.

SCS staff celebrating Year of the Nurse



Passionate

Recognising that frontline health workers have been exposed to unprecedented levels of stress and uncertainty during the COVID-19 pandemic, SCS has provided staff with resources to support physical and mental wellbeing, including supporting others.

In recognition of WHO's declaration that 2020 is the International Year of the Nurse, SCS has celebrated the hard work of its clinical teams, especially for the significant contribution they have made through the pandemic.

Sincere

Leadership at SCS is about thinking with sincerity, speaking with honesty and acting with integrity. Throughout the crisis, we have seen incredible examples of local leadership across the organisation. This includes doctors assisting at local respiratory clinics, and operational staff developing ideas to support GPs and the flow of patients at centres. It has been both inspiring and unifying to see everyone come together so magnificently during this time of uncertainty and fear

Sonic Imaging Australia

Sonic Healthcare's Australian imaging/radiology division operates in a number of clinical settings, including teaching hospitals, comprehensive medical centres and in stand-alone facilities. When COVID-19 hit, this meant that our COVID-responses varied across the businesses. For example, many of our hospital sites service 24-hour emergency departments and, like colleagues around the world, were obliged to reconfigure their operations to handle the deluge of potentially infectious patients. The nature of radiology investigations also means that most patients (and often their family support person as well) spend relatively long periods of time in the rooms, adding to the potential risks for staff and other patients.

Close collaboration

From the beginning of the crisis, Sonic's imaging businesses banded together to formulate and implement consistent safety protocols, particularly around strict social distancing, appropriate use of protective equipment and rigorous hand washing. The teams also collaborated closely with the other Australian divisions to ensure adequacy of supply of PPE and to optimise distribution and utilisation of protective gear across the country.

Emerging stronger

Throughout the crisis, the support from team members across the country has been nothing short of breathtaking. We are all aware of the strength of culture and engagement within Sonic; it has taken this crisis to really see just how deep and broad that engagement actually is, both with the company and with its mission to support our patients, our referrers and our communities.

As Australia slowly reopens, and the imaging businesses return to something like normality, it is both surprising and pleasing to find that our systems, people and culture are even stronger and more unified than they were when the pandemic first started.



Queensland X-Ray, Queensland

Sonic IT Australia

In an era that is now affectionately recognised as 'pre-COVID', Sonic IT was busily building the Sonic Private Cloud – a highly scalable infrastructure that would allow virtual hardware to be flexibly assigned according to changing needs. The timing for this project turned out to be perfect, because when the pandemic hit Australia, forcing major changes to our business practices, the infrastructure was in place to adapt our IT systems almost overnight, without compromising security or accessibility.

Dynamic reconfiguring

Over a period of several days, as many Sonic staff shifted to working from home, exponentially increasing the demand for remote access, the system was dynamically reconfigured to increase capacity from 200 to 3,000 concurrent users, while secure remote desktop capacity increased to 2,400 concurrent users.

The Sonic IT Network Team closely monitored and increased network capacity on demand, ensuring staff could seamlessly work from wherever they were located, with minimal congestion, and without ever compromising security. This included a quadrupling on the demand for voice circuit capacity as Sonic Clinical Services (SCS) pivoted to telehealth referrals.



Developing new IT solutions

The move to telehealth consultations accelerated the adoption of paperless referrals, and Sonic IT worked closely with SCS to rapidly implement creative new systems. The Remote Booking System (RBS) was quickly scaled to divert all inbound practice calls to a central SCS patient bookings and enquiries service, freeing up vital phone system capacity. The RBS was also modified to allow a fully integrated video-consult booking solution that linked the practice management systems (PMS) and a smartphone app. A brand new utility called 'TeleHealth Launcher' was developed within weeks and deployed to every IPN doctor's workstation, allowing doctors to start phone or video consultations booked in their PMS, and conduct them from either their clinic PC or from their personal smartphone.

In pathology, the massive increase in COVID-19 testing drove innovation in the use of SMS for direct patient contact. Collection centre bookings, reminders and negative COVID-19 results increased SMS volumes by 400%. Rapid action by the Sonic IT Application Development Team to modify existing modules allowed the bulk uploading of patient lists into the Apollo Lab Information System for rapid testing in Aged Care Facilities. All Sonic IT staff were redeployed to COVID-19 priority tasks – many working around the clock to match the demands of a rapidly changing environment.

In all divisions, video conferencing replaced most face-to-face meetings. Soft-phones quickly replaced desk phones. Town hall meetings with 300+ participants streamed updates to staff via every known medium through the newly commissioned Avaya Equinox system. Teams activated their Business Continuity Plans and geographically split over multiple locations to keep operations running if an infection occurred. The use of Asana to visualise team workloads and communicate critical activities was quickly identified as an essential communication solution.

While the world was focused on the escalating health crisis, the Cyber Security team observed a rapid increase in targeted email phishing, attacks on remote access systems and attempts to infiltrate the Sonic Network. Mature IT security strategies developed over many years were activated to successfully defend this round of attacks. Cyber awareness training, which is provided for all staff, also plays an important role in our cyber security strategy, as criminals are often ahead of our systems, so staff must remain vigilant and recognise attempts to break in.

The responsiveness, agility and sheer dedication of the entire Sonic IT team have allowed all three Australian divisions to adapt to the rapidly changing operational environments with minimal disruption and relative ease.

Belgium

Sonic Healthcare Benelux (SHB)

Among the many challenges brought about by COVID-19, the need to transition to a 24/7 operation has proven to be the most pressing one for Algemeen Medisch Laboratorium (AML) in Antwerp. Fortunately, staff across all departments have risen to the occasion, showing extraordinary commitment and flexibility to deliver round-the-clock services. This includes our pick-up service, the team who visit doctors' offices and 'corona'-triage points, specimen reception, the molecular biology department and more. These people truly are the frontline COVID-fighters. Behind the scenes, the entire administration team has also excelled in providing top-level service, diligently handling doctor inquiries, as well as patients eagerly and anxiously awaiting test results.



AML, Antwerp

Recognition as one of Belgium's leading laboratories

AML has been recognised as a highly skilled and trustworthy testing partner for laboratories that do not perform COVID-19 testing under their own supervision. With vast experience, and as Belgium's only private laboratory accredited as a national reference laboratory for viral testing, numerous laboratories have referred COVID-19 samples to AML for urgent analysis during the crisis.

Throughout the pandemic, AML has ranked as one of the top three national laboratories, based on daily testing volumes, often recording the largest number of samples per day. This has not passed unnoticed by the media, with national news crews visiting our facilities several times to interview our experts and show images of our laboratory.

Sentinel study

In recognition of AML's significant expertise in molecular biology, our Clinical Trials Department has been selected to conduct the Belgian Government's sentinel national immunity survey. Reporting directly to the government, and in close collaboration with advising virologists, AML will be a prominent advisor in Belgium's lockdown exit strategy. This significant collaboration reflects the contribution of AML's Immunology Department in the validation of SARS-CoV-2 antibody assays, and our work with the Belgian government at an academic level.

Germany

Sonic Healthcare Germany (SHG)

Germany reported its first COVID-19 infection on 27 January 2020. On the same day, Sonic Germany's Medical Laboratory Bremen established an RT-PCR test using the protocols of the Charité's WHO reference laboratory – and was probably one of the first laboratories in Europe to do so. The rest of the Sonic Healthcare Germany (SHG) group followed soon after, with COVID-19 testing quickly implemented in 27 Sonic laboratories throughout Germany.

Adaptability

SHG has implemented additional measures to support the growing demand for COVID-19 tests. Bioscientia in Ingelheim has established a mobile walk-in/drive-in collection facility just outside its central laboratory building. The facility is being operated seven days a week by volunteer laboratory staff. Several laboratories also implemented additional shifts at night and on weekends.

It has been hugely impressive to see the support given by staff from other less-impacted departments – especially in light of the serious restrictions all staff have faced in their private lives when lockdown rules began to apply.



Bioscientia CEO Dr Oliver Harzer (middle left), Dr Georg-Christian Zinn (middle right) and two dedicated staff members, Ingelheim

Establishing testing capabilities

From the very beginning of the pandemic, SHG has worked in close and constant contact with the Federal Ministry of Health, as well as countless local and state health authorities, dramatically increasing daily COVID-19 testing capacities through the introduction of numerous new testing platforms, including Roche 6800 and 8800 instruments, while also working closely with IVD suppliers.

Broader community involvement

The SHG group is playing a vital role in re-starting the German professional soccer leagues. SHG provides COVID-19 testing for several clubs from the two top German soccer leagues (1st and 2nd Bundesliga) as well as the majority of COVID-19 testing for clubs in the 3rd soccer league and the women's soccer league (3rd Bundesliga and Frauen Bundesliga). In addition, SHG is the exclusive partner for COVID-19 testing for the German basketball league.

SHG laboratories have also helped with other critical situations during the pandemic. After a coronavirus outbreak on a large cruise ship, Labor Dr. von Foreich-Bioscientia in Hamburg and Medical Laboratory Bremen worked together to test approximately 3,000 crew members over a single weekend, in order to avoid a prolonged quarantine on the vessel.

In another weekend mission, SHG helped to provide and ship 50,000 PCR swabs to Canada over the Easter holidays at very short notice, on request from the German and Canadian governments.

Overcoming supply issues

Close cooperation within SHG, together with tireless efforts from our staff, have also allowed us to overcome temporary shortages of reagent and consumable supplies and testing capacities. SHG has performed more than 750,000 COVID-19 RT-PCR tests since January and, more recently, approximately 75,000 COVID-19 antibody tests.

The increased levels of COVID-19 testing, together with the complexities and uncertainty of living through a pandemic, still pose a tremendous challenge for all employees, both professionally and personally. These challenges are being met with unprecedented commitment from all SHG staff, who are well and truly going the extra mile to cope with the situation while still performing critical non-COVID testing on a daily basis.

New Zealand



Medlab Central CEO Dr Cynric Temple-Camp (L) and Dr Dave Baldwin (R)

Medlab Central

On 26 March 2020, New Zealand went into complete lockdown, with some of the strictest restrictions in the world, in an attempt to beat the pandemic prior to any significant community spread. At first, Medlab Central had the simple task of sending all COVID PCR testing to Christchurch in the South Island, which was our designated public hospital testing centre. This passive role ended abruptly on 2 May 2020, when Air New Zealand unexpectedly suspended all internal flights, leaving no way to deliver weekend test samples to the South Island. In an outstanding gesture of support and cooperation, Dr Dave Baldwin, a local GP, offered to fly all specimens in his Cessna Skyhawk on both Saturday and Sunday across the Cook Strait and over the towering Kaikoura Ranges into a small Canterbury farm strip. Here, a driver was standing by to rush them through to the testing laboratory.

Medlab Central begins testing

This solution was clearly unsustainable and negotiations began immediately to open a Medlab PCR testing facility. This was achieved through the remarkable cooperation of Medlab Central and Massey University, which provided the equipment and a PC3 laboratory. Our team was headed by Dr Rebecca Lucas-Roxburgh, a former Medlab scientist, who is currently working as a Lecturer at the Universal College of Learning (UCOL), the local polytechnic. Within 10 days, a fully accredited laboratory began its first testing and since then, approximately 15,000 specimens have been processed.

Containment of the virus

Medlab Central laboratory staff have been magnificent throughout the crisis, providing a full range of services 24/7 to three public hospitals. New Zealand has now achieved a state of containment and we are looking forward to complete eradication of the virus. We are proud of all our people who have all contributed so unstintingly to reach where we are today.



Switzerland

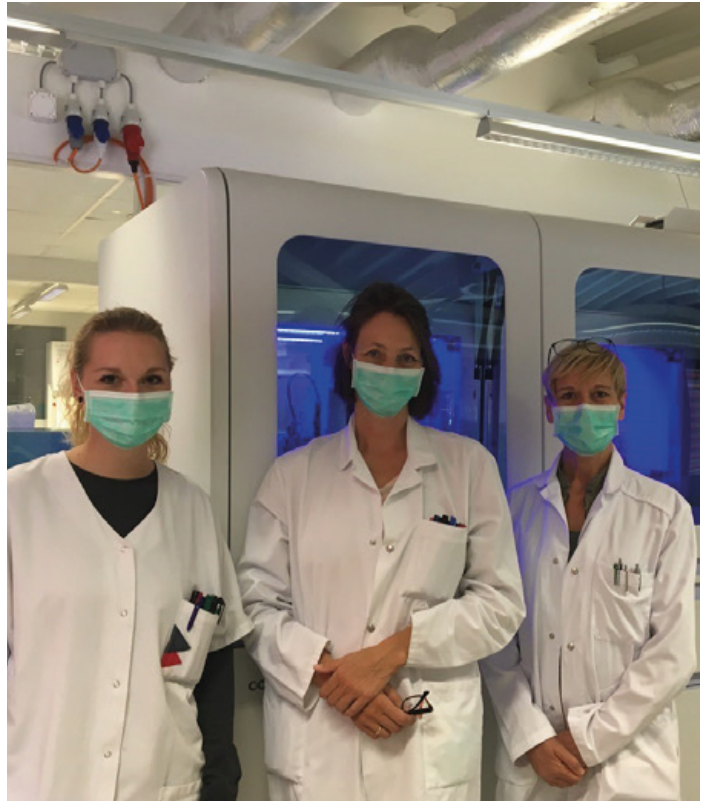
Medisupport

COVID-19: Medisupport's united commitment

The dramatic operating conditions we have experienced in recent months have highlighted the willingness and unwavering selflessness of our staff during a time of extreme crisis. Like all laboratories, Medisupport experienced a huge drop in volume by the end of March, but still needed to provide full laboratory services to support the overall health system.

Medisupport established a COVID-19 crisis unit at the beginning of the pandemic, with the dual objectives of preserving jobs and protecting the long-term viability of Medisupport's companies. Various scenarios were planned for to ensure that the Medisupport network would be sustained however long the crisis lasted.

Thanks to the tireless efforts of the teams across Medisupport, centralised COVID-19 testing was successfully established on both Roche and Thermo Fisher platforms, with staff overcoming several problems on the way.



Medisupport, Geneva



Medisupport, Geneva

Medisupport is now offering serology testing to detect SARS-CoV-2 antibodies. This is being provided free of charge for all Medisupport staff, as well as referring doctors and their nursing staff.

Medisupport's staff have responded to the crisis magnificently, overcoming operational difficulties and daily challenges. In fact, the difficulties of the past few months have had many positive effects, bringing staff closer together and allowing us to show solidarity and support for the medical profession and the people of Switzerland. It has reinforced our commitment to our communities and our duty to positively contribute to the healthcare system because of the vital role that testing plays.

UK/Ireland

Sonic Healthcare UK and MedLab

Sonic Healthcare UK has been on the frontline of the UK's response to the COVID-19 pandemic from the very beginning of the crisis. Primers and probes for a diagnostic assay began development as soon as the first sequence of the virus was released from China in January, with the laboratory working in parallel with Public Health England's reference laboratories until the test was ready to go live.

At the start, the biggest issue was the shortage of reagents to extract the viral RNA from samples. To mitigate this, we diversified our assays so that a range of molecular tests could be used on the swab samples. At the same time, we achieved a higher throughput, lower risk of reagent shortage and faster turnaround. All five assays, now running in the main laboratory and at our hospital sites for point-of-care, have passed external quality assurance schemes and have been approved for UKAS ISO 15189 accreditation in just a few months. It has been a huge team effort, with colleagues working very long hours, many voluntarily, to ensure we processed the vastly increased volume of COVID-19 tests.



The specially constructed Nightingale Hospital London

Point-of-Care Teams

During the COVID-19 outbreak, demand on hospital point-of-care testing (POCT), particularly blood gas analysers, rapidly escalated. Overnight, hospitals were quickly transforming theatre and ward spaces into emergency COVID wards and moving additional POCT units, including all laboratory back-up instruments, into these spaces.

Our POCT support teams across all our NHS hospital services immediately rose to the challenge, with laboratory staff working alongside ward colleagues to keep instruments operational around the clock. This facilitated patient care in the face of frequent instrument failures and consumable changes, due to the very heavy use of the instruments.

POCT teams then reached out to biomedical scientists working in other disciplines and also to those on other sites, including staff from Halo Infection Sciences, who had experience of working in the High Level Isolation Unit Pathology Laboratory at the Royal Free Hospital. Together they formed a task force that worked day and night, often in physically challenging and emotionally charged situations, to support the clinical teams care for critically ill patients.

The response from our staff has been recognised by our partner NHS organisations, including nominations for excellence awards for patient care during this time of crisis.

Supporting the Nightingale Hospital

In March, Dr Rachael Liebmann, Group Medical Director for Sonic Healthcare UK, was asked by the Medical Director of Nightingale Hospital London to support the establishment of the first COVID-19 field hospital in the country. The scale of the 100-acre field hospital was daunting, as was the clinical model for the hospital, which anticipated up to 4,000 ITU-ventilated patients to deal with in a worst-case scenario. All diagnostics at the hospital were to be highly protocol-driven. This resulted in a huge increase in demand for point-of-care testing as UK laboratories were already heavily involved in supporting the surge of ITU capacity in their own hospitals across the public and private sector.

A key component to working with Nightingale was specimen transportation, which is a significant issue for all pathology services. We are very proud that the majority of Sonic Healthcare UK's motorbike couriers, who normally work office hours transporting cervical screening samples from all over London, volunteered to support the Nightingale London 24/7. These fully trained couriers, with appropriately equipped motorbikes, worked 12-hour shifts to deliver specimens from the Nightingale to teaching hospital laboratories every 30 minutes. Along with specimen reception staff, biomedical and clinical scientists and supervising consultants, our couriers ensured timely pathology services for the field hospital's critically ill patients.



Sonic Healthcare UK's Dr Rachael Liebmann,
Group Medical Director

Samba POCT Devices

Health Services Laboratories (HSL) has led the roll out of rapid COVID-19 testing across a number of its central London hospital sites. These tests are performed on the Cepheid GeneXpert platform at University College London Hospitals (UCLH), Royal Free, North Middlesex and Northwick Park Hospitals, with Northwick Park also operating an alternative system, called the Samba.

These rapid tests use nasopharyngeal swab samples and provide results in one to two hours. Although currently available in only limited numbers, when utilised selectively on patients presenting in emergency departments and other critical care areas, they can be extremely useful in facilitating timely identification of COVID-positive patients and informing their treatment plan. As our allocation of reagent by the supplier increases, HSL is slowly expanding access to this testing service to help support elective surgery pathways in addition to critical care areas.

Oxford Vaccine Trial

UCLH has been activated as a participating site in the trial of a new COVID-19 vaccine, developed by the team at Oxford University, and HSL is actively supporting our partner by providing COVID-19 serological screening, using the new Roche Elecsys Anti-SARS-CoV-19 assay.

The study will assess if healthy people can be protected from COVID-19 with this new vaccine, and will provide valuable information on safety aspects of the vaccine and its ability to generate good immune responses against the virus. Recruitment is focusing on healthcare workers who have had a higher chance of exposure to the SARS-CoV-2 virus.

The first phase of the nationwide trial in adult volunteers began in Oxford in April. So far, more than 1,000 immunisations have been completed, and follow-up is ongoing.

Sonic Healthcare USA (SHUSA)

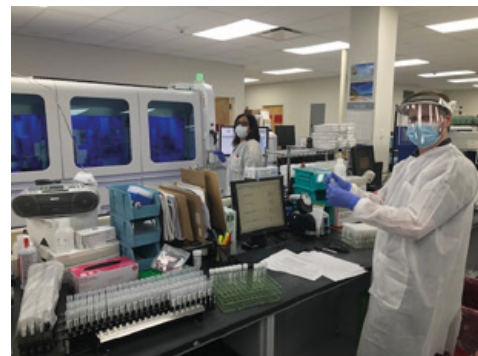
With the United States recording more than two million confirmed COVID-19 cases, managing our labs through the coronavirus pandemic has proven to be a tremendous challenge. The people of Sonic Healthcare USA have worked collaboratively to serve patients and clients, demonstrating dedication and resilience.



Mobile testing site, Clinical Pathology Laboratories, Nevada

Life in the epicentre

Located in the COVID-19 epicentre of the United States, Sunrise Medical Laboratories in Long Island, New York, has provided critical services for its clients, at a time when so many employees have been personally impacted by the pandemic. Sunrise has strengthened both new and old partnerships by delivering outstanding COVID-19 testing services and keeping turnaround time under 48 hours. With an unprecedented number of critically ill hospitalisations in New York, Sunrise's rapid turnaround times have allowed hospitals to move COVID-19 negative patients out of intensive care units, assisting hospitals in their COVID-19 response strategies. Many hospital leaders have personally reached out to Sunrise to thank the team for its dedication and support through these times.



Sunrise Medical Laboratories, New York



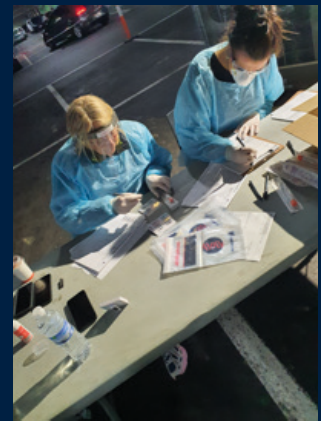
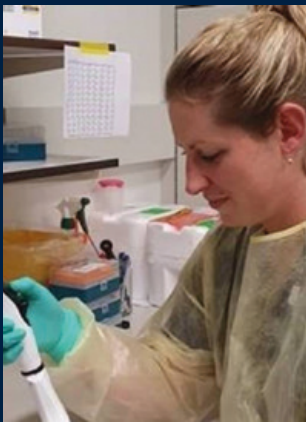
Clinical Pathology Laboratories, Tyler, Texas

Expanding our operations

Several SHUSA laboratories have modified their operations to include the development and assembling of collection devices and transport media. Clinical Pathology Laboratories, located in Tyler, Texas, and Bernhardt Laboratories, located in Jacksonville, Florida, are currently aliquoting bulk transport media and using 3D-printing of nasal swabs to safeguard our ability to provide testing services. In addition, Sonic Healthcare USA's Procurement Team has worked nonstop with vendors, suppliers, laboratories and others, to address and mitigate potential challenges with equipment, reagent and supply needs.

One million tests

Recently, Sonic Healthcare USA performed its one millionth PCR test, a milestone achieved by aligning scientific, medical and operational leadership with the mobilisation of a COVID-19 taskforce. Overcoming many supply chain hurdles, our clinical laboratories have focused on prioritising testing for high-risk populations, such as nursing homes, first responders, underserved communities, local municipalities and critically ill patients. Our ability to provide uninterrupted services to populations in need reflects the courageous and exhaustive efforts of our people.



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