



**SONIC HEALTHCARE
USA**

Anatomic Pathology

FREQUENTLY ASKED QUESTIONS

OVERVIEW

1. **Who is Sonic Healthcare?**

Sonic Healthcare Limited is a medically-led company and one of the world's leading providers of medical diagnostic services, with operations in seven countries, on three continents and providing care to over 130 million patients each year. Sonic Healthcare has a global team of more than 1,000 pathologists who strengthen and enrich our global healthcare offering.

2. **Who is Sonic Healthcare USA?**

Sonic Healthcare USA is a subsidiary of Sonic Healthcare Limited and is a leading provider of state-of-the-art clinical laboratory and anatomic pathology services throughout the USA with eight operating divisions and nearly 8,000 US-based employees and nearly 400 pathologists. Sonic employs a federated business model that unites our global businesses under the shared objectives of Medical Leadership, empowering our pathology practices to remain responsive to the needs of local physicians and patients by providing personalized anatomic pathology and laboratory testing services.

3. **Why is this happening and how does this impact me as a client?**

Sonic Healthcare USA acquired Aurora Diagnostics and is rebranding it as Sonic Healthcare USA's Anatomic Pathology Division. We are excited about our path forward and enhanced service offerings under Sonic Healthcare USA; you will have the same incredible team servicing your pathology needs. There are no personnel changes as part of the rebranding.

4. **What other laboratory and diagnostics services are part of Sonic Healthcare USA?**

Sonic Healthcare USA offers both clinical laboratory and pathology services across the United States.

5. **What is the operating structure of Sonic Healthcare USA?**

Sonic Healthcare USA operates utilizing a federated management structure. This approach allows individual practices and laboratories to operate independently and maintain their local name and goodwill while providing personalized services to their patients, clinicians, and communities. This model also fosters the sharing of knowledge and best practices throughout Sonic Healthcare USA.



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SPECIMEN PICK-UP & COLLECTION

1. Will there be changes to our existing courier service?

No, all accounts will continue to be serviced as usual. If you also have another Sonic Healthcare USA entity in your area, please use the designated couriers and specimen bags to avoid confusion with specimen routing.

Lockboxes will remain in the same location and will be updated to reflect our new brand. You will be notified when these are updated. Please continue to utilize your existing lock box for specimen pick-ups.

2. Should I expect any service disruptions with this change?

Business is as usual, and you should expect the same excellent service.

3. Will this impact specimen collection & processing?

No, this will not impact specimen collection and processing. Please take special note to ensure specimens are placed in the provided and designated specimen bag.

CONNECTIVITY, RESULTING, & REPORTING

1. Is the ConnectDX portal changing?

Yes, it is changing to reflect our new brand and will be accessible through our websites. Existing URL domains will redirect to the new location for the next 12 months and new domain addresses will be provided in the future.

2. Do I need a new log-in for ConnectDX?

No, your user name and password will not change.

3. Will my results transmit back via my existing EMR interface?

Yes, results will continue to be transmitted or interfaced to your EMR.

4. Will my existing EMR interface apply to other Sonic Healthcare USA laboratories?

No, each interface will need to be built for each pathology practice specifications.

5. Can I expect any changes to reporting formats?

No, we are only changing the logo with the new Sonic Healthcare USA branding.

6. Should I expect changes to how my reports are delivered?

No, results will continue to be transmitted per client specifications.



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TEST ORDERING

1. Will I select the same dropdown for ordering services via my EMR system?

Yes, you will continue to select the same pathology practice for ordering pathology services. It might be listed as the specific practice name or start with AuroraDx. Nomenclature varies based on EMR systems.

2. Will new requisitions be provided?

Yes, we are transitioning to new requisitions that reflect our practice name. If you have older requisitions, please continue to utilize what you have on hand.

3. Is the requisition changing?

There are no material changes to the requisition. We are only changing the logo to reflect our new brand. However, we have added a new section for physician signature.

BILLING, COVERAGE, and CLIENT SERVICES

1. Will this brand change impact in-network and out-of-network coverage?

Sonic Healthcare USA has enhanced contracting abilities and we anticipate the continued expansion of in-network contracts for improved patient access. Our legal entities are not changing.

2. What changes can be expected with the billing process?

Patient statements will reflect the new brand and logo. There will be no changes to pricing agreements due to this re-branding initiative; our legal entities are not changing.

3. Will Client Services be changing?

No, it's a new look, but the same incredible team. There are no personnel changes as part of this transition; please continue to reach out to your sales representative or client services/ support directly.

OTHER SERVICES

1. Do you accept bloodwork for clinical laboratory services?

Yes, Sonic Healthcare USA, offers clinical laboratory services/ bloodwork through its affiliate laboratories in the United States. We would be happy to work with you and your team to coordinate with our closest Sonic Healthcare USA clinical laboratory.

2. Will you be providing in-office phlebotomy services now that you are affiliated with Sonic Healthcare USA?

Anatomic Pathology will continue to remain our core competency. If you are interested in in-office phlebotomy services, we can coordinate through one of our Sonic Healthcare USA clinical laboratory affiliates, who do provide this service offering (pending state requirements).

**For more information, please go to
www.sonichealthcareusa.com/ap
and contact your local representative.**



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