

March 18, 2020

Dear Valued Pathnostics Customer,

The Coronavirus has turned our day-to-day lives upside down. Unfortunately, patients will continue to have UTIs that need to be promptly treated. In fact, keeping patients with UTIs out of the hospital has become more important than ever so fast and accurate diagnosis and treatment is critical.

No one is sure of the next measures that will be put in place to minimize the Coronavirus threat. The best ideas all point toward maximizing social distancing which has the potential effect of discouraging visits to healthcare clinics. There are also numerous circumstances that may lead to isolating patients in their homes.

It is for this situation that we are introducing an easy way for the patient to be tested for a symptomatic UTI, even when they can't or are unwilling to leave their home. Beginning immediately, we will provide a one step process for ordering a Guidance UTI test for patients at home. As the provider, all you need to do is complete a requisition form for your patient (as you normally would do), sign and send to Pathnostics. We take it from there. A kit is shipped to the patient with instructions on obtaining a urine sample and shipping to Pathnostics Lab.

Once we have completed the testing, the patient report will be returned to you via your current report delivery method.

In summary, to initiate the Pathnostics Guidance UTI test, do the following:

1. Complete a patient requisition
 - a. Patient information and requested Guidance panel (Comprehensive or Basic) with add on tests if needed.
 - b. Leave collection date field blank so patient can fill in.
2. Fax to (714) 966-1231 OR e-mail to customercare@pathnostics.com
3. If you need more patient requisitions, call (714) 966-1221 Option 2 or call your Pathnostics sales consultant.

Once Pathnostics receives the patient requisition, a UTI test kit will immediately be sent to the patient with instructions. The patient will be guided through every step from how to collect the urine sample to contacting FedEx for pick up. The sample will then be overnighted to our lab.

For those patients that come to your office for a Guidance UTI test, everything stays the same as before.

Our goal is to eliminate the chance that any patient with a symptomatic, recurrent UTI will have to be admitted into a hospital even if they cannot come to your office to provide the urine sample.

Additionally, we here at Pathnostics realize that the economic downturn due to the coronavirus pandemic places undue financial pressure on many U.S. citizens. We want to minimize any additional economic burden that may result from the testing services we provide for your patients. Therefore, **during the pandemic, Pathnostics will waive all out of pocket costs for patient's effective March 1, 2020 (date of service).**

If you have any questions, please call Pathnostics Customer Care at (714) 966-1221, Option 1 or contact your local Pathnostics sales consultant.

Regards,

Sam Riccitelli
CEO