

March 2020

Dear Valued Client:

It goes without saying that we are all facing unprecedented times in the face of the current COVID-19 epidemic. Like you, PathGroup is an essential component of the U.S. healthcare system and we remain fully operational to support the laboratory testing services of you and your patients.

The U.S. laboratory services system is facing never-before seen demand for testing with the requests for COVID-19 tests. The demand is far outpacing capacity throughout the system, due in large part to a national shortage of COVID-19 reagents and test kits from the leading manufacturers that have received FDA clearance to produce COVID-19 test components. As such, turnaround time for COVID-19 testing from all commercial laboratories currently exceeds both provider and laboratory expectations.

PathGroup is working diligently to evaluate all options available – now and in the foreseeable future – to better align turnaround time with the needs of healthcare providers. PathGroup is prepared with equipment and personnel to begin offering testing in-house as soon as reagents and kits become available from manufacturers. To assist in managing the current backlog of tests and subsequent extended turnaround time, we ask that you follow the CDC guidelines for identifying patients most appropriate for testing:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>

Laboratory consumables are also in high demand, and also outpacing supply, which in some cases has been halted due to international supply chain interruptions due to COVID-19. As such, PathGroup is closely monitoring supplies needed for respiratory viral testing, including COVID-19, during this time. To assist in our efforts, we ask that you consider alternate collection methods for commonly ordered tests when available (such as use of ThinPrep Pap Test collection kit for Women's Health Vaginal Health Panels). Alternate specimen collection methods can be found on our online Directory of Services at [www.pathgroup.com](http://www.pathgroup.com), or by contacting a PathGroup Phlebotomist or PathGroup Client Services at 1.888.4PG.LABS (1.888.474.5227).

Aligned with our commitment to you – our clients – is our commitment to our employees. While we continue to work tirelessly to provide you the service you have come to expect of us, we are committed to the health, safety and well-being of our employees – without them, we could not provide our services to you.

As we all work to navigate these uncertain times, know that our motto still stands – PathGroup: By Physicians. For Physicians. We are here for you and with you. We are grateful for the opportunity to have served you, to serve you now, and to serve you in the future.

Sincerely,



Richard A. Halstead  
Executive Vice President  
Chief Commercial Officer  
PathGroup