

## Patient FAQ

### **FOR DISTRIBUTION AS NEEDED.**

*If your question is not included below, please call the following hotline so that we can escalate your inquiry appropriately. Please call **1-888-249-2741** or visit <http://www.kccllc.net/verityhealth>.*

- 1. Is Verity Health System bankrupt?** Verity and its hospitals have filed voluntary petitions for protection under Chapter 11 of the Bankruptcy Code in the United States Bankruptcy Court for the Central District of California – Los Angeles Division.

The purpose of this filing is to facilitate a court-supervised sale of some or all of the hospitals.

We are seeking protection and pursuing a sale process in order to preserve the original mission of these hospitals - providing high-quality care to patients in underserved communities to the maximum extent possible.

**Patient care remains our top priority and will be unaffected.** Chapter 11 protection does not mean close of business. Importantly, as part of this process, we've secured additional financing that will allow us to continue to provide patient care, support employees, and serve the community.

- 2. Why is Verity Health System doing this now?** As we announced on July 9<sup>th</sup>, Verity's board, leadership team, financial and legal advisors have been conducting a thorough, diligent process of evaluating various strategic options to address the issues facing the System.

We have chosen the best possible outcome for our hospitals' patients, employees and communities. Verity and its hospitals have filed voluntary petitions for protection under Chapter 11 of the United States Bankruptcy Code, in order to facilitate a court-supervised sale of some or all of the hospitals. We are seeking protection and pursuing a sale process to preserve the original mission of these hospitals - providing high-quality care to patients in underserved communities to the maximum extent possible.

- 3. Is my hospital going to close? Patient care remains our top priority and will be unaffected.** Chapter 11 protection does not mean close of business. Importantly, as part of this process, we've secured additional financing that will allow us to continue to provide patient care, support employees, and serve the community.
- 4. How long will this take?** This is just the beginning of a long process. This is just the announcement of the filing. We will keep you as updated as possible on next steps, including court approval and the sale process.
- 5. I have a procedure scheduled. What should I do?** This hospital is operating per normal course of business. Our patients are the most important thing, and we do not anticipate any disruption in care. Should any unanticipated changes arise, patients would be notified by the hospital with ample time to plan.

- 6. Will my insurance still be accepted in the event the hospital is bought by another hospital?** There is no sale to announce at this point. We are just starting the process. As we outlined in our papers filed with the Court, we are pursuing various strategic options for each of our six hospitals, with a focus on working with potential buyers who can ensure the longevity of these important historical institutions and make sure they continue to serve the communities that need them the most.
- 7. What will happen to any hospital bills that are currently being processed?** We expect that all billing will continue uninterrupted.
- 8. Will my nurses and doctors be laid off?** Chapter 11 protection does not mean close of business. Importantly, as part of this process, we've secured additional financing that will allow us to continue to provide patient care, support employees, and serve the community. Our staff will continue to provide the care our patients expect.
- 9. Has Verity Health entered Chapter 11 before?** No, this is the first time the organization has made the decision to seek Chapter 11 protection, so that each of these historical institutions can be better positioned to serve the community over the long term.
- 10. When can you share additional information and where can I find it?** Please call our hotline at **1-888-249-2741** or visit <http://www.kccllc.net/verityhealth>, so we can escalate your inquiry appropriately.