

Telemedicine Clinic Ltd Contingency Notice in Relation to Covid-19 Pandemic – 26/03/2020

Telemedicine Clinic Ltd (TMC) would like to advise of the specific measures put in place to minimise disruption to services in the wake of the Covid-19 outbreak. Outlined below are the actions taken companywide to mitigate and minimise both the transmission of the disease and to endeavor to maintain the current level of teleradiology services to our clients.

- Given TMC is a global company, its contingency planning is already in advanced stages specifically given the country which is home to TMC's head office is now officially in a lock down situation. Contingency planning and enacting contingency planning already started several weeks ago. Measures included cancellation of all non-urgent travel and limited/stopping of international visits to TMC offices.
- As of 27th March, TMC aims to have 100% of staff working from home. This applies to clinical and non-clinical staff, all with professional workstations and systems.
- In TMC's office in Barcelona, staff have been working from remote across all business functions, operations, finance, HR, IT etc. In our Australian offices in Sydney and Noosa, operations teams and radiologists have been moving to home working solutions for all staff.
- In the UK, TMC's office in Theale has now been vacated with the full on-call and elective service teams be relocated to home working solutions. This is to reduce the risk of infection for staff; to reduce the risk of infection related to working in an office environment and in the event of a curfew in the UK, still make it possible to maintain 24/7 service. This process
- was one of the most important first actions to keep the TMC organisation fully operational during this crisis.
- TMC have set up a Covid-19 specialist medical expert group to see how TMC are best placed to support our customers. For more information, please see the TMC website.
- TMC has formed a Corona Contingency Team to minimise any disruption to service or employee's. Part of this work is completing a full scenario risk analysis in order to understand our customer sending patterns during this time in order to plan resource appropriately.
- It is planned the TMC will have a completely virtual organisation by 27th March. This completely virtual team will have the same access to TMC systems, including phone and data connections which means service should not be affected by this process.

During this difficult and uncertain time, TMC decided to not take risks, instead opting to fully virtualise the organisation. It is hoped that this measure will provide assurance to all TMC customers that even in the worst scenario of further lockdown measures in our countries of operation then both our routine services as well as our emergency services will not only remain open and fully operational, but extra resource can be made available for changes in sending patterns and required services.

If you require any further information then please contact Matthew Ginder, Head of TMC UK Business Unit on mginder@telemedicineclinic.com

Henrik Agrell, CEO Telemedicine Clinic

