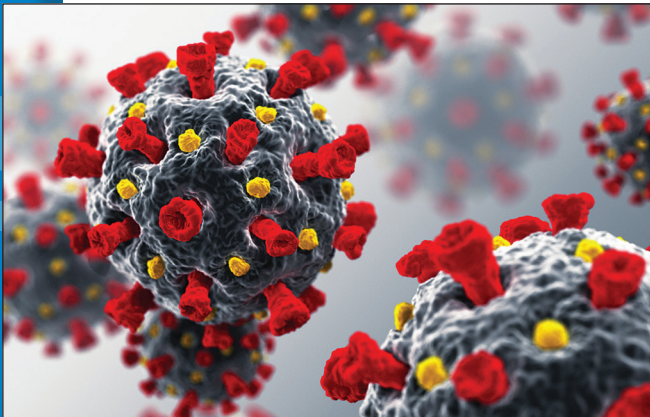


DONOR IMPACT REPORT

COVID-19 PANDEMIC RESPONSE



On February 28, 2020, one of the first COVID-19 patients in the country arrived at Overlake — and everything changed.

In the two years since, with the help of our generous donors, Overlake has provided the care and services our community needed.

Your gifts of money, personal protective equipment (PPE), food, cards and good wishes made it possible for our caregivers to do their critical work. With your help, we have bolstered our readiness for the next disaster, whatever it may be.

COVID Care by the Numbers — and Preparing for the Future

- Since the beginning of the pandemic, **8,200 COVID-19 patients** have received care in our hospital, emergency department, clinics and urgent care centers.
- Since March, 2020, Overlake has provided over **81,000 COVID-19 tests** for the community.
- Our COVID-19 vaccination program has delivered **177,000 doses** since they first became available.
- As many as **70 COVID-19 patients at a time** have been hospitalized at Overlake.
- During the Omicron surge, our urgent care centers saw **500 patients per day** — twice the normal rate.
- Overlake has established a **long-COVID-19 clinic** with a dedicated provider to care for people experiencing long-term effects from the disease. To date, 68 patients have received direct services and referrals.
- Overlake has provided **\$31 million in financial assistance** to patients during the pandemic.

The advent of the COVID-19 pandemic revealed vulnerabilities across the entire spectrum of healthcare services in the U.S. As a result of our experience and response, Overlake is now well-positioned to care for the community should another variant or another infectious disease outbreak arise.

Personal Protective Equipment (PPE): At this time, we have built a stockpile of critical supplies many times larger than what we kept in reserve before the pandemic.

Isolation Rooms: The pandemic coincided with the construction of a new patient tower on our campus. We quickly pivoted and altered the plans to include many additional isolation-capable rooms.

Processes and Protocols: The knowledge our providers have built on the treatment of COVID-19 will foster the best possible outcomes in future outbreaks of respiratory illnesses.

Emergency Command Center: A multi-disciplinary group of leaders have directed and managed the COVID-19 response. We stand ready to carry the lessons learned forward to any future disaster.

Thank you! We are so grateful for your support.