



Frequently Asked Questions Regarding The Hospital at Westlake's Chapter 11 Filing

1. What did The Hospital at Westlake announce?

- The Hospital at Westlake announced that on September 8, 2023, the Company filed for Chapter 11 protection under the U.S. Bankruptcy Code.
- The Hospital at Westlake commenced this process in order to improve operations, address its obligations, and pursue a corporate restructuring.
- Operations are expected to continue as usual throughout this process, ensuring patients maintain uninterrupted access to their healthcare provider and the same high-quality patient care they have come to expect from us.
- Our commitment to being a dedicated partner to our patients and community remains unwavering, both during this process and beyond.

2. What is Chapter 11?

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows a business to restructure its debts while continuing to operate in the normal course.
- Companies such as The Hospital at Westlake commonly use the Chapter 11 process to restructure and emerge as a stronger entity while continuing their day-to-day business operations.

3. Why did The Hospital at Westlake file for Chapter 11?

- Over the past 18 months, the healthcare industry has been dramatically impacted by the ongoing economic pressures of the COVID-19 pandemic, exacerbating financial challenges for many businesses in our sector, including us.
- Our operations have also been severely impacted by increasing labor, supplies, and drug costs, as well as continued workforce shortages— all of which have magnified existing struggles and have been detrimental to our business.
- After assessing all viable options, the Company determined that pursuing a court-supervised reorganization process provides the best and most efficient way to address our debt and obligations in the current operating environment and emerge as a stronger company better positioned for the future.

4. Is The Hospital at Westlake open for business?

- Yes, operations are expected to continue as usual throughout this process, ensuring patients maintain uninterrupted access to their healthcare provider and the quality care they have come to expect from us.

5. Will patients continue to receive high-quality patient care?

- Absolutely! Our patients and community will continue to have uninterrupted access to their healthcare provider with the same high-quality care they've always received from us.
- We do not expect any changes to scheduled surgeries or the scheduling of future surgeries.

6. How long will this process take?

- We intend to move through the Chapter 11 process as quickly and efficiently as possible, subject to customary court approval procedures.

7. I received a legal notice in the mail about The Hospital at Westlake's Chapter 11 filing. What does this mean for me?

- As part of this process, the Company is required to send various notices to its stakeholders, including employees, vendors, patients, physicians, and others who have interacted with the hospital over the past few years.
- Do not be alarmed by these notices. They are standard legal documents informing you about the filing and are a customary part of the Chapter 11 process.

8. How will the Chapter 11 filing impact The Hospital at Westlake's physician partners?

- Our commitment to maintaining strong partnerships with our physicians and providing exceptional staff support remains unwavering. This dedication ensures that our physicians can concentrate on what matters most— providing high-quality care to our community.

9. How can I get updates and additional information?

- Should you have any questions relating to your account, don't hesitate to contact your usual The Hospital at Westlake point of contact, but as noted above, our day-to-day operations will continue uninterrupted.
- Court filings and other information related to the restructuring are available at www.donlinrecano.com/westlake, by calling (866) 745-0270 (Toll-Free), or by emailing inquiries to wlsinfo@drc.equiniti.com.