



Frequently Asked Questions for The Hospital at Westlake Vendors and Suppliers

1. What did The Hospital at Westlake announce?

- The Hospital at Westlake announced that on September 8, 2023, the Hospital 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 quality 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. Do companies survive Chapter 11?

- Yes. The Chapter 11 process allows a company to remain in operation while restructuring its debts, enabling it to emerge with a fresh start, which is the primary purpose The Hospital of Westlake chose to utilize this process.
- Many well-known companies, including the Los Angeles Dodgers, Marvel Entertainment, Neiman Marcus, American Airlines and General Motors, have gone through a successful Chapter 11 reorganization process.

4. 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 Hospital 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.

5. Is The Hospital at Westlake open for business?

- Yes, the Hospital expects to continue operating as normal throughout this process.

6. Does the Hospital have the money to continue operating?

- Yes. As part of this process, the Hospital has secured the necessary financing from its current lender to support operations throughout this process.

7. What about Arise Medical Center? Will it be filing for Chapter 11?

- Arise Medical Center, while under common management, is a separate legal entity not included in this filing. Currently, we believe Westlake, the focus of this communication, will benefit significantly from the opportunity to restructure under a Chapter 11 filing.

8. 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, and will provide you with updates as they become available.

9. When will I be paid?

- You will be paid for goods and services received post-petition — September 8, 2023 forward — in a timely fashion and per our existing trade terms.
- Unfortunately, federal law prohibits payment for goods and services received from you before the September 8, 2023, Chapter 11 filing date while we work through the bankruptcy process.
- We deeply regret the hardship this may present you and hope we can work through any issues together without disruption.

10. Will suppliers continue to be paid for goods and services they provide to The Hospital at Westlake after September 8, 2023?

- Absolutely. Claims for goods and services arising on or after September 8, 2023, will be paid according to established terms.
- Please continue to submit all invoices for goods and services provided to The Hospital at Westlake through the normal channels.

11. What is the difference between a pre-petition and a post-petition claim?

- Pre-petition claims refer to goods and services provided before the September 8, 2023 filing date, while post-petition claims refer to goods and services provided on or after the filing date.
- Post-petition claims are given administrative claim priority status in Chapter 11 proceedings and must be paid in the ordinary course of business.

12. Will I be paid the full amount owed for pre-petition goods and services?

- We understand the impact that the bankruptcy filing may have on our valued vendors, and we regret that under the U.S. Bankruptcy Code, we are prohibited from paying for goods and services provided to The Hospital at Westlake prior to the September 8, 2023, Chapter 11 filing date while we work through the bankruptcy process.
- Any pre-petition claims will be addressed as part of the court-supervised process moving forward. If you believe you have a pre-petition claim for goods and services provided to The

Hospital at Westlake, you may need to file a proof of claim with the U.S. Bankruptcy Court to be eligible for payment on your claim.

- Information and forms related to the claims process are available at www.donlinrecano.com/westlake, by calling (866) 745-0270 (Toll-Free), or by emailing inquiries to wlsinfo@drc.equiniti.com.
- We regret any hardship this may present to you, and we hope we can work through issues together as we continue our business relationship going forward.

13. When will I receive payment for goods and services delivered before the Chapter 11 filing?

- Unfortunately, under the U.S. Bankruptcy Code, we are prohibited from paying for goods and services provided to the Hospital before the September 8, 2023 filing date (pre-petition claims) while we work through the bankruptcy process.
- Resolution of claims will be determined in any plan of reorganization proposed by the Hospital, which has yet to be drafted.
- We regret any hardship this may present you, and we remain committed to keeping you informed and maintaining open communication as we move forward.

14. Can a supplier re-submit past invoices and get paid for them now?

- No. Services and goods provided before the September 8, 2023 filing date are considered pre-petition and are subject to the “Automatic Stay” triggered by the Chapter 11 filing, regardless of when you submit your invoice. The automatic stay prevents a creditor from seeking collection efforts until the stay is lifted.
- Waiting to submit an invoice for pre-petition claims until after the filing date will not allow you to be paid for the work performed or goods delivered pre-petition.

15. What will my recovery be for the pre-petition amounts I am owed?

- At this time, we cannot predict the payment amount holders of unsecured claims will receive.
- Payments for all pre-petition goods or services will be determined at the conclusion of the Chapter 11 case.

16. Why should I sell you goods and services now?

- We understand that you may be hesitant to sell us goods and services at this time. However, under the Bankruptcy Code, while pre-petition claims are stayed, we can pay for goods delivered and services rendered from the September 8, 2023, filing date forward.

17. Can I take my goods back?

- No. It is against the law to take back goods from a company that has filed for Chapter 11 without following the applicable procedures under the Bankruptcy Code.
- We recommend you consult with your legal counsel before attempting such action.

18. Can I renegotiate contract terms with the Hospital?

- We intend to pay our suppliers and business partners in full for goods and services received on or after the September 8, 2023 filing date and will meet our business obligations under our usual terms.
- You play a critical role in the continuity of our operations and customer service, and we will continue to work closely with you to support a mutually beneficial long-term partnership.

- We value the important relationships we have developed with our suppliers and count on you to continue providing the products and services we need to serve our customers.

19. Will my hospital contact remain the same?

- Yes. The Hospital continues to operate in the ordinary course of business, and your hospital contact will not change due to the Chapter 11 proceeding.

20. As an unsecured creditor, who is looking after my interests?

- The U.S. Trustee, an arm of the Justice Department, will likely appoint a committee of unsecured creditors to oversee the interests of all unsecured creditors in the case.
- The U.S. Trustee will hold a meeting to form an unsecured creditors' committee early in the case. Notice of this meeting is expected to be sent to the Hospital's largest creditors within the first two weeks of the case.

21. How do I file a proof of claim?

- Information and forms related to the claims process are available at www.donlinrecano.com/westlake, by calling (866) 745-0270 (Toll-Free), or by emailing inquiries to wlsinfo@drc.equiniti.com.

22. 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.
- We are committed to keeping you updated on our progress as there is information to share. We appreciate your patience and understanding during this time.