

# WELL HEALTH TECHNOLOGIES CORP. INTERIM MANAGEMENT'S DISCUSSION AND ANALYSIS FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2022

#### **BACKGROUND**

This Interim Management's Discussion and Analysis ("Interim MD&A") for WELL Health Technologies Corp. (TSX: WELL; OTCQX: WHTCF) should be read in conjunction with the Company's condensed interim consolidated financial statements as at and for the three and nine months ended September 30, 2022, and the Company's audited annual consolidated financial statements as at and for the years ended December 31, 2021 and 2020. Except as otherwise indicated or where the context so requires, references to "WELL" or the "Company" include WELL Health Technologies Corp. and its subsidiaries. The Company prepares its interim financial statements in accordance with International Financial Reporting Standards ("IFRS") as issued by the International Accounting Standards Board ("IASB") applicable to the preparation of interim financial statements, including IAS 34, Interim Financial Reporting. See notes 2 and 3 of the September 30, 2022 condensed interim consolidated financial statements and the December 31, 2021 audited annual consolidated financial statements for further information. All dollar figures stated herein are expressed in thousands of Canadian dollars (\$'000 or Cdn\$'000), unless otherwise specified, except share and per share amounts. Certain figures for 2020, 2021 and year-to-date 2022 periods have been restated to reflect the finalization of purchase price allocations for certain entities acquired by the Company in 2020 and 2021. Please refer to "Overall Performance" in this Interim MD&A and note 15 of the September 30, 2022 condensed interim consolidated financial statements for details.

This Interim MD&A contains non-GAAP financial measures and ratios, including Adjusted EBITDA, Adjusted Gross Profit, Adjusted Gross Margin, Adjusted Net Income, and Adjusted Net Income Per Share. See "Overall Performance – Selected Financial Information" for more information.

The date of this Interim MD&A is November 10, 2022, the date on which it was approved by the Board of Directors.

Additional information relevant to the Company's activities, including the Company's Annual Information Form ("**AIF**"), can be found on SEDAR at www.sedar.com.

This Interim MD&A contains forward-looking information. See "Forward-Looking Information" for further information.

The Company was incorporated under the Business Corporations Act (British Columbia) on November 23, 2010. The Company's headquarters are located at Suite 550 - 375 Water Street, Vancouver, BC, V6B 5C6. WELL's healthcare clinics in Canada are located within the provinces of British Columbia, Ontario and Quebec while its healthcare clinics in the U.S. are located in the state of California.

## **COMPANY OVERVIEW**

WELL is a practitioner-focused digital healthcare company, WELL's overarching mission is to positively

impact health outcomes by leveraging technology to empower healthcare practitioners and their patients globally. WELL exists to enable healthcare practitioners with best-in-class technology and services. The Company has built a comprehensive practitioner enablement platform which includes technology enabled solutions and services for medical clinics and healthcare practitioners including: Electronic Medical Records ("EMR"), telehealth platforms, practice management, billing, Revenue Cycle Management ("RCM"), digital health apps and data protection solutions. WELL's practitioner enablement platform enabled the Company to become a comprehensive end-to-end healthcare system across Canada. Meanwhile, in the United States, WELL provides omni-channel healthcare services and solutions targeting specialized markets (such as the gastrointestinal market, women's health, primary care and mental disorders).

WELL provides practitioners the choice to either join WELL's network or purchase technology solutions from WELL. There are over 2,500 practitioners who are part of WELL's "Fully Managed" service model in which the practitioner practices at one of WELL's owned and operated clinics and gets access to the full suite of WELL's products and services. In this scenario, the Company manages all aspects of the clinic operations and recognizes the resulting gross billings from in-person and virtual patient visits while the practitioner typically receives payment under a revenue share contractual arrangement.

In addition, there are over 21,000 practitioners who purchase technology solutions while practicing at non-WELL owned clinics. The physicians can pick and choose "a-la carte" solutions offered on WELL's practitioner enablement platform. In Canada, WELL offers its platform on an a la carte basis to healthcare practitioners that want to operate their own practices. While this segment is a smaller portion of our total revenues, it has enabled the Company to create relationships with healthcare practitioners across the country and positions us favorably when it comes time to attract new physicians to one of our patient services businesses.

In the United States, WELL does not provide an a la carte offering. Care providers can access WELL's operating and digital platforms only by joining our patient services businesses. The Company's operating strategy in the US has been to focus on key specialty areas such as: Anesthesia, gastroenterology, women's health, and primary care with a focus on specialty niches such as mental health.

WELL is an acquisitive company that follows a disciplined and accretive capital allocation strategy. The Company's mergers and acquisitions ("M&A") strategy is based on acquiring additional clinical and digital assets that are highly accretive and synergistic to WELL. The Company generally seeks to acquire cash generating companies which lead to increased cash flows that are then re-invested to make additional new cash generating acquisitions. WELL operates under a shared services model which results in obtaining cost efficiencies, technology improvements and synergies across the acquisitions and the various business units where possible. The Company is focused on the implementation of digital technology solutions in its own clinic network and then selling solutions to other practitioners and medical clinics worldwide.

WELL unlocks value from its platform via two revenue streams: (i) an omni-channel patient services offering powered by its own practitioners; and (ii) a virtual services offering that includes Software-as-a-Service (SaaS) technology and other offerings.

# **Omni-channel Patient Services**

The Company's omni-channel patient services revenue is derived from two key business units: (i) WELL Health Canada Clinics Inc. ("**WELL Canadian Clinics**"); and (ii) CRH Medical Corporation ("**CRH**") in the United States.

WELL Canadian Clinics is the largest owner-operator of outpatient medical clinics in Canada providing primary care, allied health, specialized care, and diagnostic healthcare services. As of September 30, 2022,

the Company had a total of 85 clinics across Canada, consisting of the following assets:

- 20 wholly-owned primary care clinics in the province of British Columbia;
- one majority-owned integrative care clinic in the province of British Columbia known as Spring Medical;
- five wholly-owned clinics in the province of Quebec through ExcelleMD Inc. ("ExcelleMD");
- one executive health clinic in the province of Ontario under ExecHealth Inc. ("**ExecHealth**");
- two clinics in the province of Ontario providing primary care services under Uptown Health Management Inc. ("**Uptown Medical**");
- five clinics providing hemorrhoid treatments using the CRH O'Regan System ("**Banding Clinics**"), located in the GTA and GVA;
- one 51% majority stake ownership in SleepWorks Medical Inc. ("**SleepWorks**") operating in British Columbia;
- two clinics as part of the 51% majority stake ownership of Easy Allied Health Corporation ("Easy Allied") operating in British Columbia;
- one executive health clinic in the province of Alberta under InLiv Inc. ("InLiv");
- a wholly-owned clinic in the province of Ontario through Uptown Physical Rehabilitation, Chiropractic and Massage Therapy Centre Inc. ("**Uptown Allied**"); and
- 46 locations across Ontario that are part of the MyHealth Partners Inc. ("MyHealth") branded clinics. MyHealth offers primary care consultations both in-person and through telehealth, as well as diagnostic services related to cardiology, women's health, bone/muscle health and cancer diagnostics.

WELL expanded its patient services business in the United States with the acquisition of CRH in April 2021. CRH delivers specialized care services focused on providing gastroenterologists throughout the United States with innovative services and products for the treatment of gastrointestinal (GI) diseases. Through CRH, WELL gains deep access to the U.S. healthcare system, including anesthesia services for patients undergoing endoscopic procedures at 126 Ambulatory Surgery Centers (ASCs) and GI clinics across 18 states as of September 30, 2022. In addition, the Company operates two primary care clinics under Circle Medical and three banding clinics located in the United States providing hemorrhoid treatments using the CRH O'Regan System. The acquisition of CRH meaningfully enhanced WELL's free cash flow profile, enabling future reinvestment, capital compounding, and capital allocation opportunities across other attractive healthcare and healthcare-technology segments.

## **Virtual Services**

In Canada, the Company's Virtual Services revenue is derived from four key business units: (i) WELL EMR Group Inc. ("WELL EMR Group"); (ii) WELL Digital Health Apps Inc. ("WELL Digital Apps"); (iii) DoctorCare Inc. ("Billing and RCM"); and (iv) Cycura Data Protection Corp. ("WELL Cybersecurity").

WELL EMR Group's growth has been primarily driven by eleven EMR related acquisitions or transactions to date as follows: NerdEMR Services Ltd. ("NerdEMR"), OSCARprn — Treatment Solutions Ltd. ("OSCARprn"), Kela Atlantic Inc. dba KAI Innovations ("KAI Innovations"), OSCARwest EMR Services ("OSCARwest"), Trinity Healthcare Technologies ("THT"), MedBASE Software Inc. ("MedBASE"), Indivica Inc. ("Indivica"), ClearMedica Corporation ("ClearMedica"), Open Health Software Solutions Inc. ("Open Health"), Intrahealth Systems Limited ("Intrahealth"), and Aware MD Inc. ("AwareMD").

WELL EMR Group is the provider of OSCAR Pro, an EMR platform based on McMaster University's popular web-based open-source OSCAR EMR system (OSCAR is an acronym for "**Open Source Clinical Application Resource**").

The WELL Digital Apps business unit includes the acquisitions of Insig Corporation ("**Insig**"), Adracare Inc. ("**Adracare**"), and CognisantMD (referred to as "**Ocean**"). This business unit also encompasses all of the Company's telehealth platforms including Tia Health, VirtualClinic+, VirtuelMed, Adracare and Circle Medical.

Apps.health is a digital health app marketplace whose mission is to connect healthcare professionals with new and pioneering solutions or "apps" which integrate securely and seamlessly with a clinic's EMR software. It currently features approximately 51 digital health applications provided by 35 app publishers.

WELL's Billing and RCM Solutions business unit is the national category leader for billing and back-office services including "Billing-as-a-Service" (BaaS) outsourcing services to doctors in Canada. Billing and RCM Solutions includes the acquisition of DoctorCare Inc. ("**DoctorCare**"), and DoctorCare's subsequent majority stake acquisition of Doctor Services Group Limited ("**DSG**"). Billing and RCM Solutions helps practitioners grow their practice by minimizing errors, ensuring compliance with complicated medical billing claim codes and improving patient care.

WELL Cybersecurity provides cybersecurity protection and patient data privacy solutions across all the Company's business units. In addition, WELL Cybersecurity continues to service its external customers across a broad array of industries including healthcare clients. This business unit was formed through the acquisition of the Services Division of Cycura Inc. ("Cycura"), and Source 44 Consulting Incorporated ("Source 44").

In the United States, the Company's Virtual Services revenue is derived from two key businesses: a majority interest in Circle Medical Technologies Inc. ("**Circle Medical**") and a majority interest in Wisp Inc. ("**Wisp**"). Circle Medical is a full circle primary care provider offering a blend of virtual and in-person care, with a specialization in mental health related care. Wisp is an online provider of women's health and e-prescription services.

# **WELL Ventures**

WELL Ventures was created to formalize WELL's commitment to invest in and advance the digitization and modernization of healthcare in Canada and around the globe. WELL Ventures' current portfolio companies include Phelix AI Inc. ("Phelix.ai"), Simpill Health Group Inc. ("Pillway"), Twig Fertility Co. ("Twig"), 10432423 Canada Ltd. dba Bright ("Bright"), Focus Mental Wellness Inc. ("Focus") (formerly known as Hasu Behavioral Health Inc.), 10432423 Canada Limited 9338-7900 Quebec Inc. dba Tap Medical ("Tap Medical"), 11855760 Canada Inc. dba Tali.ai ("Tali.ai"), and Cherry Health Inc. ("Cherry Health").

#### SIGNIFICANT HISTORICAL EVENTS

Business combinations and asset acquisitions

On September 26, 2022, the Company completed the acquisition of 100% interest in Phymed of Arizona, LLC, also known as Grand Canyon Anesthesia ("GCA"), a gastroenterology anesthesia services provider in Arizona, USA which is expected to generate more than US\$16 million in annual revenue and US\$2 million in shareholder EBITDA. GCA is a well-established group consisting of over 100 anesthesia providers (CRNAs and Anesthesiologists) supporting the delivery of anesthesia for more than 50,000 surgical cases annually. Cases are predominantly GI, but also include other specialties such as orthopedic, spine, pain, dental, ENT and ophthalmology.

On September 1, 2022, CRH completed the sale of West Florida Anesthesia Associates ("WFAA") to United Digestive for US\$12.4 million. The transaction includes a 5-year Management Services Agreement, meaning CRH will continue to provide services to these ASCs for the next 5 years.

On August 1, 2022, the Company completed the acquisition of InLiv, a healthcare provider located in Calgary, Alberta, specializing in consumer preventative health, corporate and executive health, primary care, cosmetics, fitness, and integrated health services.

On March 7, 2022, the Company completed the acquisition and acquired 100% interest in Greater Connecticut Anesthesia Associates, LLC ("GCAA"), a gastroenterology anesthesia services provider in Connecticut, USA. The purchase consideration, paid via cash and holdback liability for the acquisition was US\$12,500.

On December 1, 2021, the Company completed the acquisition of CognisantMD whose Ocean platform is the category leader in digital patient engagement technology and eReferral software in Canada. Ocean's platform supports over 8,000 physicians, and approximately 35,000 referrals and consults are sent electronically through the platform monthly.

On November 1, 2021, the Company completed the acquisition of AwareMD, an enterprise class EMR provider with a focus on cardiology in addition to other disease specialties including radiology, endocrinology, and rheumatology.

On October 1, 2021, the Company completed the acquisition of a majority interest in Silicon Valley based Wisp, a leading national provider of telehealth and e-pharmacy solutions specializing in Women's Health, delivering solutions for female reproductive and sexual health ailments to patients across all 50 states in the US.

## Financing activities

On May 19, 2022, the Company completed an equity financing for gross proceeds of \$34,513. The financing was structured as a bought deal offering 9,327,765 common shares at a price of \$3.70 per share. Share issue costs incurred in connection with this financing were estimated at \$2,184.

On November 25, 2021, the Company completed its bought deal offering of \$70 million aggregate principal amount of convertible senior unsecured debentures of the Company with a maturity date of December 31, 2026 at a price of one thousand dollars per debenture.

# **Board of Directors changes**

On August 5, 2022, the Company announced the addition of Sybil Lau to WELL's Board of Directors. Ms. Lau has 25 years of experience in both public and private investments. She is also on the Board of Directors of the Dalio Family Office in Singapore and a Chinese hedge fund.

#### **EVENTS SUBSEQUENT TO SEPTEMBER 30, 2022**

On November 1, 2022, the Company completed the acquisition of CloudMD's Cloud Practice entity which includes Juno EMR or "Electronic Medical Record" and ClinicAid billing Software applications as well as three primary care clinics located in the province of British Columbia for total consideration of approximately \$5.7 million, subject to post-closing adjustments and holdbacks.

#### **OUTLOOK**

WELL's outlook for the remainder of 2022 and into 2023 remains strong and resilient. As a result of the Company's strong organic growth profile, WELL is increasing its guidance for 2022 annual revenue to exceed \$560 million, compared to the previous guidance for annual revenue exceeding \$550 million. WELL expects Adjusted EBITDA of approximately \$100 million in 2022.

The Company's performance is strong across all its business units and for the entire Company as a whole. Cashflow generated by the Company will continue to be re-invested in the business and allocated in a disciplined manner, which may come in the form of further acquisitions, share repurchases, or to accelerate organic growth.

WELL remains on track to achieve its goals for 2022 to:

- (i) build out and refine its practitioner enablement platform and deploy its services both internally to WELL healthcare practitioners as well as offer its services to healthcare practitioners outside of the Company;
- (ii) achieve organic growth across all of its operating business units;
- (iii) follow a disciplined capital allocation strategy designed to continue to activate organic growth as well as acquisitions that are accretive to WELL's business; and
- (iv) be profitable for the full year 2022, on an Adjusted Net Income<sup>(3)</sup> basis.

In Canada, WELL continues to build on its leadership role as the most consequential network of non-governmental healthcare assets across the country with significant operations and interoperability between its outpatient clinics, diagnostics, EMR, digital apps and telehealth businesses. To our knowledge, this entity is the largest non-governmental provider of patient visits in Canada. The Company is laser focused on growing its business into more provinces and elevating its capabilities to serve patients and practitioners better.

WELL's strategy in the US is to focus on key specialty areas such as: gastroenterology, women's health, and primary care with a focus on specialty niches such as mental health. WELL's US-based clinical business, CRH, WELL's US-based virtual patient services businesses, which includes Circle Medical and Wisp, demonstrated robust growth in Q3-2022 that is continuing thus far in Q4-2022. The combined businesses are now generating over \$130 million in annual run-rate revenues, a goal that was achieved one quarter earlier than the original guidance. Both Circle Medical and Wisp also achieved positive Adjusted EBITDA<sup>(2)</sup> in Q3-2022 and are expected to continue to have positive Adjusted EBITDA going forward.

Despite the current geo-political, inflationary, and turbulent economic environment, the Company does not see any material influences or challenges that would impair its ability to deliver on a strong outlook in 2022 and beyond. Many of the key variables inherent in the execution of WELL's business are firmly in its own grasp and not dependent on outside factors.

#### **OVERALL PERFORMANCE**

Purchase price allocation finalization and restatement:

During the nine months ended September 30, 2022, the Company finalized the purchase price allocation of certain entities acquired in 2021. During the year ended December 31, 2021, the Company finalized the purchase price allocation of certain entities acquired in 2020 and 2021. As a result of these finalizations, certain assets and liabilities recorded at the respective acquisition dates including goodwill, intangible assets, property and equipment, deferred tax assets and liabilities and other amounts on the consolidated statements of financial position have been restated to reflect the final fair values allocated to net assets acquired. These restatements also impacted amortization expense, deferred income tax expense and net loss for quarterly periods in 2020, 2021 and the year to date in 2022. As a result, financial results for these periods have been marked as restated.

# **Key Metrics**

		Thre	e months ende	ed	
	September 30, 2022 \$ '000	Restated June 30, 2022 \$ '000	Restated March 31, 2022 \$ '000	Restated <b>December 31, 2021 \$ '000</b>	Restated <b>September 30, 2021</b> \$ '000
Revenue					
Public insured	43,746	43,959	41,923	39,353	35,029
Non-public and other	49,821	48,838	46,506	45,017	46,290
Omni-channel Patient Services <sup>(1)</sup>	93,567	92,797	88,429	84,370	81,319
Virtual Services <sup>(1)</sup>	52,222	47,529	38,079	31,310	17,972
Total Revenue	145,789	140,326	126,508	115,680	99,291
Adjusted gross profit <sup>(2)</sup>	78,192	75,474	69,388	63,483	49,969
Net income (loss)	611	(1,244)	(2,776)	(4,446)	(7,801)
Cash and cash equivalents	52,435	57,125	36,055	61,919	38,726
Other KPIs					
WELL owned and operated facilities	85	82	83	82	77
Provide services to ambulatory surgical centers ("ASC")	126	91	90	88	78
EMR network clinics	3,300	3,300	3,100	3,000	2,800

#### Notes:

- (1) Omni-channel Patient Services consists of clinical operations and Allied health, delivered in person or through one of WELL's telehealth platforms, CRH and MyHealth. Virtual Services includes EMR, SaaS, telehealth service offerings such as Tia Health or Circle Medical, billing and RCM solutions, digital apps, and cybersecurity related revenue.
- (2) Non-GAAP financial measure. Adjusted gross profit does not have any standardized meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. The Company defines adjusted gross profit as revenue less cost of sales (excluding depreciation and amortization). Adjusted gross profit should not be construed as an alternative for revenue or net loss determined in accordance with IFRS. The Company does not present gross profit in its financial statements as it is a non-GAAP financial measure. The Company believes that adjusted gross profit and adjusted gross margin are meaningful metrics that are often used by readers to measure the Company's efficiency of selling its products and services.

#### **Selected Financial Information**

The following table provides selected financial information for the three and nine months ended September 30, 2022 and 2021. The results of operations from acquired businesses and entities are included from their respective dates of acquisition. Non-GAAP measures are defined below.

Part			Restated	Restated		Restated
Remail			Ihree	Three months	Nine months	Nine months
Revenue						
Square			ended June	September 30,	September	September
145,789   140,326   99,291   141,623   186,644   Cost of sales (excluding depreciation and amortization)   145,789   140,326   149,325   129,2594   129,649   129,64		•	30 7077	2021	30, 2022	30, 2021
Cost of sales (excluding depreciation and amortization   66,597   78,192   79,374   49,965   223,054   90,412   Adjusted gross margin <sup>(1)</sup>   78,192   75,474   49,965   22,375   34,684   20,484   22,275   77,385   34,684   20,484   22,275   77,385   34,684   20,484   22,275   77,385   34,684   20,484   22,275   77,385   34,684   20,484   20,484   22,275   77,385   34,684   20,484   20,484   22,275   27,385   34,684   20,484   20,484   22,275   27,385   34,684   20,4		•		\$ '000	\$ '000	\$ '000
Adjusted gross profit         78,192         75,747         49,969         223,054         90,212           Adjusted gross margin         53,6%         53,8%         50,3%         55,1%         82,1%         84,1%         84,88         84,84         22,275         77,385         34,684         84,684         82,643         12,225         77,385         34,684         84,684         82,643         12,225         77,385         34,684         84,684         84,684         84,684         84,684         84,625         84,093         21,721,268         3,684         84,684         84,625         84,083         84,021         62,548         84,684         84,625         84,025         84,025         84,684         84,684         84,684         84,684         84,684         84,684         84,684         84,684         84,684         84,684         84,684         84,684         84,625         84,625         84,625         84,625         84,625         84,625         84,222         84,222         84,223         84,224         84,221         84,223         84,623         84,222         84,222         84,222         84,222         84,222         84,222         84,222         84,222         84,222         84,222         84,222         84,222         84,222 <td>Revenue</td> <td>145,789</td> <td>140,326</td> <td>99,291</td> <td>412,623</td> <td>186,644</td>	Revenue	145,789	140,326	99,291	412,623	186,644
Aguitsted gross margni <sup>(1)</sup> 53,6%         53,8%         50,3%         51,1%         48,3%         48,0%         48,0%         52,748s         26,434         22,275         77,385         34,684         Net income (loss)         611         (1,424)         (7,801)         34,694         Aguitsted Income (loss)         41,211         6,254         Net koss per share, basic and diluted (in \$)         (0,02)         (0,03)         0,05         0,09         0,01         0,03           Weighted average number of common sharesoutstanding, basis         26,783,493         21,81,803         20,58         21,721,268         18,103,512           Reconciliation of net loss to Adjusted EBITDA <sup>(2)</sup> 8         11,244         17,801         3,409         26,841           Net income (loss) for the period         6.11         1,244         13,632         41,103         25,023           Income as expense (recovery)         2,979         2,938         2,924         2,534         4,151         25,023           Interest compense on finance leases         2,339         (2,227)         (1,090)         7(1         14,11         17,500         4,950           Interest expense (recovery)         2,338         8,527         9,447         19,549         4,55         1,64 <t< td=""><td>Cost of sales (excluding depreciation and amortization)</td><td>(67,597)</td><td>(64,852)</td><td>(49,322)</td><td>(189,569)</td><td>(96,432)</td></t<>	Cost of sales (excluding depreciation and amortization)	(67,597)	(64,852)	(49,322)	(189,569)	(96,432)
Adjusted EBITDA( <sup>™</sup> )         27,488         26,434         22,275         77,385         34,684           Net income (loss)         611         (1,244)         (7,801)         3,949         41,211         6,26,841           Aglusted net income (loss)         14,753         17,528         9,849         41,211         6,254           Actious per share, basic and diluted (in s) (log)         0,007         0,003         0,005         0,19         0,003           Velighted average number of common shares outstanding, basic and diluted         226,783,493         21,511,083         23,959,885         217,721,268         185,103,512           Reconciliation of net loss to Adjusted EBITDA( <sup>™</sup> )         41,113         18,131         13,131         13,131         13,132         14,103         25,003           Per calciation and amortization         13,918         13,161         13,532         41,103         25,003           Interest copense         (2009)         (1,299)         (2,798)         2,949         4,945         4,452           Interest copense         7,122         5,54         3,141         14,153         (3,575)           Rent expense on finance leases         (2,399)         (2,299         (3,297)         (3,299)         (6,718         (3,575)	Adjusted gross profit <sup>(1)</sup>	78,192	75,474	49,969	223,054	90,212
Net norme (hose)	Adjusted gross margin <sup>(1)</sup>	53.6%	53.8%	50.3%	54.1%	48.3%
Adjusted net income (□)         14,753         17,528         9,849         41,211         6,254           Net loss per share, basic and diluted (in \$)         (0,02)         (0,03)         (0,05)         (0,09)         (0,09)           Weighted average number of common shares outstanding, basic and diluted         226,783,493         215,181,083         203,959,885         217,721,268         185,103,512           Reconciliation of net loss to Adjusted EBITDA (²²)         The lincome (loss) for the period         6.11         (1,244)         (7,801)         (3,409)         (26,841)           Evenification of net loss to Adjusted EBITDA (²²)         2,979         (2,398)         2,924         41,103         25,023           Reconciliation of net loss to Adjusted EBITDA (²²)         13,918         13,810         13,632         41,103         25,028           Reconciliation of net loss to Adjusted EBITDA (²²)         2,979         (2,398)         2,924         41,103         25,028           Income tax sepsense (recovery)         2,979         (2,398)         2,924         41,111         (4,852           Interest expense (recovery)         2,979         (2,398)         2,924         3,141         17,530         4,452           Interest expense (ecovery)         2,980         3,924         1,141         (4,524)	Adjusted EBITDA <sup>(2)</sup>	27,458	26,434	22,275	77,385	34,684
Note		611	(1,244)	(7,801)	(3,409)	(26,841)
Adjusted Net (loss)/income per share, basic and diluted (in \$)^{(1)}	•	14,753	•	9,849	-	
Neighted average number of common shares outstanding, basis and diluted   226,783,493   216,181,083   203,959,885   217,721,268   185,103,512   Reconciliation of net loss to Adjusted EBITDA	· · · · · · · · · · · · · · · · · · ·					
Reconciliation of net loss to Adjusted EBITDA(1)   Net income (loss) for the period   611	Adjusted Net (loss)/income per share, basic and diluted (in \$) (3)	0.07	0.08	0.05	0.19	0.03
Net income (loss) for the period		226,783,493	216,181,083	203,959,885	217,721,268	185,103,512
Depreciation and amortization   13,918   13,810   13,632   41,103   25,023   10come tax expense (recovery)   2,979   (2,398)   2,924   2,534   4,452   10come (2000)   (109)   (71)   (411)   (485)	•					
Interest income tax expense (recovery)			. , ,	. , ,		
Interest income	·	-	•	•	•	•
Interest expense		· · · · · · · · · · · · · · · · · · ·		•	-	•
Rent expense on finance leases   (2,339)   (2,227)   (1,909)   (6,718)   (3,575)   50ck-based compensation   5,883   8,527   9,447   15,549   16,749   16,		• ,	` ,			, ,
Stock-based compensation   5,883   8,527   9,447   19,549   16,749	•		•	•		
Foreign exchange (gain) loss	·				• • •	,
Time-based earn-out expense   2,669   4,515   1,393   9,705   3,280	· · · · · · · · · · · · · · · · · · ·	-			-	
Change in fair value of investments		-				
Cain on disposal of subsidiaries   195   90   97   433   153   1	·	2,009	4,515	1,393	•	3,280
Share of net loss of associates   195   90   97   433   15	-	- (E 240)	_	<u>-</u>	,	<u>-</u>
Transaction, restructuring, & integration costs expensed   772   655   1,809   2,303   6,512     Adjusted EBITDA   2   27,458   26,434   22,275   77,385   34,684     Attributable to WELL shareholders   20,240   19,187   16,449   55,523   24,157     Attributable to Non-controlling interests   7,218   7,247   5,826   21,862   10,527     Adjusted EBITDA   2   2   2   2     Canada and others   5,254   3,957   3,483   10,695   1,843     US operations   22,204   22,477   18,792   66,690   32,841     Adjusted EBITDA   2   2   2   2   2   2   2     Adjusted EBITDA   3,777   10,099   1,208     US operations   5,008   3,796   3,277   10,099   1,208     US operations   5,232   15,391   13,172   45,424   22,949     Adjusted EBITDA   2   2   2   2   2   2     Adjusted EBITDA   3   2   2   2   2   2     Adjusted EBITDA   3   2   2   2   2     Adjusted EBITDA   3   3   3   3     Adjusted EBITDA   3   3   3     US operations   246   161   206   596   635     US operations   6,972   7,086   5,620   21,266   9,892      Reconciliation of net loss to Adjusted Net Income   3     Net income (loss) for the period   611   (1,244)   (7,801)   (3,409)   (26,841)     Amortization of intangible assets   10,620   10,841   11,116   31,818   20,773     Change in fair value of investments   2,669   4,515   1,393   9,705   3,280     Stock-based compensation   5,883   8,527   9,447   19,549   16,749     Change in fair value of investments   -	•					153
Adjusted EBITDA 2 2,458 26,434 22,275 77,385 34,684  Attributable to WELL shareholders 20,240 19,187 16,449 55,523 24,157 7,218 7,247 5,826 21,862 10,527  Adjusted EBITDA 2 5,254 3,957 3,483 10,695 1,843 US operations 22,204 22,477 18,792 66,690 32,841 Adjusted EBITDA 2 16,690 32,841 Adjusted EBITDA 3 16,690 32,841 Adjusted 3 16,690 32,890						
Adjusted EBITDA <sup>(2)</sup> Canada and others US operations Adjusted EBITDA <sup>(2)</sup> US operations Solve and others US operations Solve and others US operations Solve and others US operations Adjusted EBITDA <sup>(2)</sup> attributable to WELL shareholders Canada and others US operations Solve and others US operations Adjusted EBITDA <sup>(2)</sup> attributable to Non-controlling interests Canada and others US operations Canada and others Canada and others Solve and others Canada and others Solve and others Canada and others Canada and others Solve and others Canada and others Canada and others Solve and others Canada and othe						
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Adjusted EBITDA <sup>(2)</sup> Canada and others US operations Adjusted EBITDA <sup>(2)</sup> Adjusted EBITDA <sup>(2)</sup> attributable to WELL shareholders Canada and others US operations Canada and others Canada and others US operations Canada and others Canada		•	•		•	
Canada and others         5,254         3,957         3,483         10,695         1,843           US operations         22,204         22,477         18,792         66,690         32,841           Adjusted EBITDA (2) attributable to WELL shareholders           Canada and others         5,008         3,796         3,277         10,099         1,208           US operations         15,232         15,391         13,172         45,424         22,949           Adjusted EBITDA (2) attributable to Non-controlling interests         246         161         206         596         635           US operations         6,972         7,086         5,620         21,266         9,892           Reconciliation of net loss to Adjusted Net Income (3)           Net income (loss) for the period         611         (1,244)         (7,801)         (3,409)         (26,841)           Amortization of intangible assets         10,620         10,841         11,116         31,818         20,773           Time-based earn-out expense         2,669         4,515         1,393         9,705         3,280           Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investme	Attributable to Non-controlling interests	7,218	7,247	5,826	21,862	10,527
US operations 22,204 22,477 18,792 66,690 32,841  Adjusted EBITDA <sup>(2)</sup> attributable to WELL shareholders  Canada and others 5,008 3,796 3,277 10,099 1,208  US operations 15,232 15,391 13,172 45,424 22,949  Adjusted EBITDA <sup>(2)</sup> attributable to Non-controlling interests  Canada and others 246 161 206 596 635  US operations 6,972 7,086 5,620 21,266 9,892  Reconciliation of net loss to Adjusted Net Income (3)  Net income (loss) for the period 611 (1,244) (7,801) (3,409) (26,841)  Amortization of intangible assets 10,620 10,841 11,116 31,818 20,773  Time-based earn-out expense 2,669 4,515 1,393 9,705 3,280  Stock-based compensation 5,883 8,527 9,447 19,549 16,749  Change in fair value of investments (602)  Non-controlling interest included in net income (5,030) (5,111) (4,306) (15,850) (7,707)  Adjusted Net Income (3)						
Adjusted EBITDA <sup>(2)</sup> attributable to WELL shareholders  Canada and others  US operations  15,232 15,391 13,172 45,424 22,949  Adjusted EBITDA <sup>(2)</sup> attributable to Non-controlling interests  Canada and others US operations  246 161 206 596 635 US operations  Reconciliation of net loss to Adjusted Net Income (3)  Net income (loss) for the period 611 Amortization of intangible assets 10,620 10,841 11,116 31,818 20,773 Time-based earn-out expense 2,669 4,515 1,393 9,705 3,280 Stock-based compensation Change in fair value of investments  Non-controlling interest included in net income (5,030) (5,111) (4,306) (15,850) (7,707) Adjusted Net Income (3)		•			•	
Canada and others         5,008         3,796         3,277         10,099         1,208           US operations         15,232         15,391         13,172         45,424         22,949           Adjusted EBITDA <sup>(2)</sup> attributable to Non-controlling interests           Canada and others         246         161         206         596         635           US operations         6,972         7,086         5,620         21,266         9,892           Reconciliation of net loss to Adjusted Net Income (3)           Net income (loss) for the period         611         (1,244)         (7,801)         (3,409)         (26,841)           Amortization of intangible assets         10,620         10,841         11,116         31,818         20,773           Time-based earn-out expense         2,669         4,515         1,393         9,705         3,280           Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investments         -         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjuste		22,204	22,4//	18,792	66,690	32,841
US operations  Adjusted EBITDA <sup>(2)</sup> attributable to Non-controlling interests  Canada and others US operations  Canada and others US operations  Reconciliation of net loss to Adjusted Net Income (3)  Net income (loss) for the period Amortization of intangible assets  10,620 10,841 11,116 31,818 20,773  Time-based earn-out expense 2,669 4,515 1,393 9,705 3,280  Stock-based compensation 5,883 8,527 9,447 19,549 16,749  Change in fair value of investments (602) Non-controlling interest included in net income (5,030) (5,111) (4,306) (15,850) (7,707)  Adjusted Net Income (3)		<b>5</b> 000	2 706		40.000	
Adjusted EBITDA <sup>(2)</sup> attributable to Non-controlling interests  Canada and others  US operations  Reconciliation of net loss to Adjusted Net Income (3)  Net income (loss) for the period  Amortization of intangible assets  10,620  10,841  11,116  31,818  20,773  Time-based earn-out expense  2,669  4,515  1,393  9,705  3,280  Stock-based compensation  5,883  8,527  9,447  19,549  16,749  Change in fair value of investments  Non-controlling interest included in net income  (5,030)  14,753  17,528  9,849  41,211  6,254		•			•	
Canada and others         246         161         206         596         635           US operations         6,972         7,086         5,620         21,266         9,892           Reconciliation of net loss to Adjusted Net Income (3)         Net income (loss) for the period         611         (1,244)         (7,801)         (3,409)         (26,841)           Amortization of intangible assets         10,620         10,841         11,116         31,818         20,773           Time-based earn-out expense         2,669         4,515         1,393         9,705         3,280           Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investments         -         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254			15,391	13,1/2	45,424	22,949
US operations         6,972         7,086         5,620         21,266         9,892           Reconciliation of net loss to Adjusted Net Income (10ss) for the period         611         (1,244)         (7,801)         (3,409)         (26,841)           Amortization of intangible assets         10,620         10,841         11,116         31,818         20,773           Time-based earn-out expense         2,669         4,515         1,393         9,705         3,280           Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investments         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254			161	206	E06	625
Reconciliation of net loss to Adjusted Net Income (3)         Net income (loss) for the period       611 (1,244) (7,801) (3,409) (26,841)         Amortization of intangible assets       10,620 10,841 11,116 31,818 20,773         Time-based earn-out expense       2,669 4,515 1,393 9,705 3,280         Stock-based compensation       5,883 8,527 9,447 19,549 16,749         Change in fair value of investments       (602) - (602) - (602)         Non-controlling interest included in net income       (5,030) (5,111) (4,306) (15,850) (7,707)         Adjusted Net Income (3)       14,753 17,528 9,849 41,211 6,254						
Net income (loss) for the period         611         (1,244)         (7,801)         (3,409)         (26,841)           Amortization of intangible assets         10,620         10,841         11,116         31,818         20,773           Time-based earn-out expense         2,669         4,515         1,393         9,705         3,280           Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investments         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254	·	0,572	7,000	3,020	21,200	3,032
Amortization of intangible assets  10,620 10,841 11,116 31,818 20,773 Time-based earn-out expense 2,669 4,515 1,393 9,705 3,280 Stock-based compensation 5,883 8,527 9,447 19,549 16,749 Change in fair value of investments (602) Non-controlling interest included in net income (5,030) (5,111) (4,306) (15,850) (7,707) Adjusted Net Income (3)  14,753 17,528 9,849 41,211 6,254		<b>C11</b>	(1.244)	(7.001)	(2.400)	(26.041)
Time-based earn-out expense         2,669         4,515         1,393         9,705         3,280           Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investments         -         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254						
Stock-based compensation         5,883         8,527         9,447         19,549         16,749           Change in fair value of investments         -         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254	5	•				
Change in fair value of investments         -         -         -         -         (602)         -           Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254	•	· ·				
Non-controlling interest included in net income         (5,030)         (5,111)         (4,306)         (15,850)         (7,707)           Adjusted Net Income (3)         14,753         17,528         9,849         41,211         6,254	•	5,663	0,54/	9,44/	•	10,/49
Adjusted Net Income (3) 14,753 17,528 9,849 41,211 6,254	<u> </u>	(E 030)	- (5 111)	(4 306)	` '	(7 <b>7</b> 07\
(2)	_					
	Adjusted Net Income per share (3)	0,07	0.08	0.05	0.19	0.03

#### Notes:

(1) Non-GAAP financial measure and ratio. Adjusted gross profit and adjusted gross margin do not have any standardized meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. The Company defines adjusted gross profit as revenue less cost of sales (excluding depreciation and amortization) and adjusted gross margin as adjusted gross profit as a percentage of revenue. Adjusted gross profit and adjusted gross margin should not be construed as an alternative for revenue or net loss determined in accordance with IFRS. The Company does not present gross profit in the financial statements as it is a non-GAAP financial measure. The Company believes that

adjusted gross profit and adjusted gross margin are meaningful metrics that are often used by readers to measure the Company's efficiency of selling its products and services.

- (2) **Non-GAAP financial measure.** Earnings before interest, taxes, depreciation and amortization ("**EBITDA**") and Adjusted EBITDA should not be construed as alternatives to net income (loss) determined in accordance with IFRS. EBITDA and Adjusted EBITDA do not have any standardized meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. The Company defines **Adjusted EBITDA** as EBITDA (i) less net rent expense on premise leases considered to be finance leases under IFRS and (ii) before transaction, restructuring, and integration costs, time-based earn-out expense, change in fair value of investments, gain on disposal of subsidiaries, share of loss of associates, foreign exchange gain/loss, and stock-based compensation expense, and (iii) revenue precluded from recognition under IFRS 15 that relates to certain patient services revenue that the Company believes should be recognized as revenue based on its contractual relationships. The Company considers Adjusted EBITDA to be a financial metric that measures cash that the Company can use to fund working capital requirements, service future interest and principal debt repayments and fund future growth initiatives.
- (3) **Non-GAAP financial measure and ratio.** The Company defines **Adjusted Net Income** as net income (loss), after excluding the effects of stock-based compensation expense, amortization of acquired intangible assets, time-based earnout expense, change in fair value of investments, non-controlling interests, and revenue precluded from recognition under IFRS 15 that relates to certain patient services revenue that the Company believes should be recognized as revenue based on its contractual relationships. **Adjusted Net Income Per Share** is Adjusted Net Income divided by weighted average number of shares outstanding. The Company believes that these non-GAAP financial measure and ratio provide useful information to analyze its results, enhance a reader's understanding of past financial performance and allow for greater understanding with respect to key metrics used my management in decision making. More specifically, WELL believes Adjusted Net Income is a financial metric that tracks the earning power of the business that is available to WELL shareholders. Adjusted Net Income and Adjusted Net Income Per Share are not recognized measure and ratio for financial statement presentation under IFRS and do not have a standardized meaning. As such, these measures may not be comparable to similar measures or ratios presented by other companies. Adjusted Net Income and Adjusted Net Income Per Share should be considered a supplement to, and not as a substitute for, or superior to, the corresponding measures calculated in accordance with IFRS.

# **Quarterly Financial Highlights**

The following quarterly financial highlights have been derived from the Company's condensed interim consolidated financial statements and should be read in conjunction with those financial statements and related notes.

		Restated						
	Q3 2022	Q2 2022	Q1 2022	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Total revenue	145,789	140,326	126,508	115,680	99,291	61,793	25,560	17,189
Net income (loss)	611	(1,244)	(2,776)	(4,446)	(7,801)	(11,520)	(7,520)	5,792
Income (Loss) per share								
attributable to WELL Health	(0.02)	(0.03)	(0.04)	(0.05)	(0.06)	(0,08)	(0.05)	0.04
Technologies Corp., basic and	(-1-2)	(-1)	(-1-1)	(5.55)	(0.00)	(5.55)	(5.55)	
diluted (in \$)								

The growth in the Company's quarterly revenue is primarily attributed to acquisitions but also includes organic growth which varies by business unit.

WELL's quarterly revenue is susceptible to seasonality which varies depending on each business unit.

- For the clinic network, the winter months historically have higher patient visits due to increased
  cases of flu and illness in those months, resulting in an increase in revenue in Q4, whereas the
  summer months of July and August have the least amount of patient visits resulting in lower
  clinical revenue in those two months.
- For CRH, Q1 is the weakest quarter and Q4 is the strongest seasonal quarter in terms of revenue per procedure, gross margin and EBITDA margins, since many patients with commercial insurance tend to have endoscopic procedures in the latter half of the year, at a time when their deductibles have generally been met.

- Almost all of MyHealth revenue arises from referrals from the physicians, therefore Q2 is the seasonally strongest quarter as there are more working days in Q2 compared to the slowdown in the summer months and around the December holiday season.
- Revenue generated from the Company's WELL EMR Group primarily consists of monthly recurring revenue and is less susceptible to seasonal increases and decreases.

#### **DISCUSSION OF OPERATIONS**

#### Revenue

The following table shows a breakdown of revenue for the three and nine months ended September 30, 2022 and 2021:

	Three months ended			Nine months ended				
	Septem	ber 30,	September 30,		September 30,		September 30	
		2022		2021		2022		2021
	\$'000		\$'000		\$'000		\$'000	
Public insured	43,746	30%	35,029	35%	129,628	32%	57,157	30%
Non-public and other	49,821	34%	46,290	47%	145,165	35%	85,150	46%
Omni-channel Patient Services	93,567	64%	81,319	82%	274,793	67%	142,307	76%
Virtual Services	52,222	36%	17,972	18%	137,830	33%	44,337	24%
Total Revenue	145,789	100%	99,291	100%	412,623	100%	186,644	100%

For the three months ended September 30, 2022, the Company generated revenue of \$145,789, an increase of 47%, compared to revenue of \$99,291 for the three months ended September 30, 2021. The increase in revenue is primarily attributable to the Company's organic growth and acquisitions, including \$15,731 from WISP and \$1,509 from CognisantMD. For the nine months ended September 30, 2022, the Company generated revenue of \$412,623, an increase of 121%, compared to revenue of \$186,644 for the nine months ended September 30, 2021.

Omni-channel Patient Services revenue accounted for 64% of Total Revenue for the three months ended September 30, 2022, compared to 82% of Total Revenue for the three months ended September 30, 2021. Omni-channel Patient Services revenue increased 15% to \$93,567 during the three months ended September 30, 2022, compared to \$81,319 for the three months ended September 30, 2021, primarily due to the Company's acquisitions. For the nine months ended September 30, 2022, Omni-channel Patient Services revenue accounted for 67% of Total Revenue, compared to 76% of Total Revenue for the nine months ended September 30, 2021. Omni-channel Patient Services revenue increased 93% to \$274,793 during the nine months ended September 30, 2021.

Omni-channel Patient Services revenue is derived from in-person clinic visits as well as online consultations/bookings available via telehealth platforms. Omni-channel Patient Services revenue, consisting of both public insured and non-public and other revenue, is typically affected by seasonality as the fall and winter months will have higher patient visits resulting in an increase in revenue in those months. Public insured refers to revenue generated for providing publicly accessible healthcare services that are reimbursed by the provincial or federal health authorities. Non-public and other includes revenue generated from services that are not eligible for government reimbursement, and as such are charged directly to patients and/or third-party insurance providers.

Virtual Services revenue accounted for 36% of Total Revenue for the three months ended September 30, 2022, as compared to 18% for the three months ended September 30, 2021. For the nine months ended

September 30,2022, Virtual Services revenue accounted for 33% of Total Revenue, as compared to 24% for the nine months ended September 30, 2021. Virtual Services revenue increased 191% to \$52,222 for the three months ended September 30, 2022, compared to \$17,972 for the three months ended September 30, 2021. For the nine months ended September 30, 2022, Virtual Services revenue increased 211% to \$137,830 during the nine months ended September 30, 2022 compared to \$44,337 during the nine months ended September 30, 2021. Virtual Services revenue includes: (i) revenue from all of the Company's EMR businesses which is primarily high margin recurring revenue; (ii) telehealth services revenue from WELL's telehealth programs: Tia Health virtual marketplace and Circle Medical; (iii) monthly SaaS revenue from WELL's VirtualClinic+ telehealth platform for health practitioners; (iv) digital app revenue from WELL's apps.health marketplace; (v) revenue from the Company's DoctorCare and Doctor Services billing and RCM software and services; (vi) practice management software revenue from Adracare; and (vii) cybersecurity revenue from the Company's Source 44 and Cycura businesses.

# Adjusted Gross Profit<sup>(1)</sup> and Adjusted Gross Margin<sup>(1)</sup>

The following table summarizes adjusted gross profit<sup>(1)</sup> and adjusted gross margin<sup>(1)</sup> for the three and nine months ended September 30, 2022 and 2021:

	Three mont	hs ended	Nine months ended		
	September 30, 2022	September 30, 2021	September 30, 2022	September 30, 2021	
	\$'000	\$'000	\$'000	\$'000	
Revenue	145,789	99,291	412,623	186,644	
Cost of sales (excluding depreciation and amortization)	(67,597)	(49,322)	(189,569)	(96,432)	
Adjusted Gross profit <sup>(1)</sup>	78,192	49,969	223,054	90,212	
Adjusted Gross margin <sup>(1)</sup>	53.6%	50.3%	54.1%	48.3%	

#### Note:

(1) **Non-GAAP financial measure and ratio. Adjusted gross profit** and **adjusted gross margin** do not have any standardized meaning under IFRS and therefore may not be comparable to similar measures presented by other issuers. The Company defines adjusted gross profit as revenue less cost of sales (excluding depreciation and amortization) and adjusted gross margin as adjusted gross profit as a percentage of revenue. Adjusted gross profit and adjusted gross margin should not be construed as an alternative for revenue or net loss. The Company does not present gross profit in its financial statements as it is a non-GAAP financial measure. The Company believes that adjusted gross profit and adjusted gross margin are meaningful metrics that are often used by readers to measure the Company's efficiency of selling its products and services.

Adjusted gross profit<sup>(1)</sup> increased 56% to \$78,192 for the three months ended September 30, 2022, compared to \$49,969 for the three months ended September 30, 2021. The increase in adjusted gross profit<sup>(1)</sup> is primarily due to the higher revenue from WISP and CognisantMD in the three months ended September 30, 2022 which also generated higher gross margin percentages. For the nine months ended September 30, 2022, Adjusted gross profit<sup>(1)</sup> increased 147% to \$223,054, compared to \$90,212 for the nine months ended September 30, 2021.

Adjusted gross margin<sup>(1)</sup> percentage increased to 53.6% for the three months ended September 30, 2022 compared to 50.3% for the three months ended September 30, 2021. For the nine months ended September 30, 2022, it increased from 48.3% to 54.1%. The increase in adjusted gross margin<sup>(1)</sup> percentage is driven by the Company's acquisitions, primarily due to the addition of higher margin Virtual Services revenue.

# General and Administrative ("G&A") Expenses

The following is a breakdown of the Company's G&A expenses for the three and nine months ended September 30, 2022 and 2021:

	Three mont	hs ended	Nine months ended		
	September	September	September	September	
	30, 2022	30, 2021	30, 2022	30, 2021	
	\$'000	\$'000	\$'000	\$'000	
Salaries and benefits	24,407	16,648	73,666	32,013	
Professional and consulting fees	2,871	3,912	14,038	11,025	
Office expenses	2,983	1,706	8,977	2,765	
Marketing and promotion	13,926	1,911	33,913	6,721	
Others	4,539	3,262	10,177	6,201	
	48,726	27,439	140,771	58,725	

G&A expenses were \$48,726 and \$140,771 for the three and nine months ended September 30, 2022, respectively, compared to \$27,439 and \$58,725 for the three and nine months ended September 30, 2021. Increases were primarily due to an increase in salaries and benefits as a result of acquisitions, an increase in headcount at the Company's headquarters, as well as increased professional and consulting expenses to support the Company's growth and M&A activities. The Company has established several shared services cost centers to support its various clinics and subsidiaries and increased headcount which resulted in higher G&A expenses than the comparative periods.

For the three and nine months ended September 30, 2022, the Company incurred \$772 and \$2,303 of transaction, restructuring and integration costs related to its M&A activities respectively, compared to \$1,809 and \$6,512 for the three and nine months ended September 30, 2021. The transaction, restructuring and integration costs are included in general and administrative expenses as professional and consulting fees.

Marketing and promotion expenses increased to \$13,926 and \$33,913 for the three and nine months ended September 30, 2022 respectively, compared to \$1,911 and \$6,721 for the three and nine months ended September 30, 2021. This significant increase is mainly due to marketing expenses at Circle Medical and Wisp during the three and nine months ended September 30, 2022.

#### **Stock-based compensation**

For the three and nine months ended September 30, 2022, the Company recognized \$5,883 and \$19,549 of stock-based compensation expense respectively, compared to \$9,447 and \$16,749 for the three and nine months ended September 30, 2021. The increase in expense is the result of share options, restricted share units ("**RSUs**") and performance share units ("**PSUs**") issued in 2022 and 2021. The fair value of the options, RSUs and PSUs, as determined on the date of grant, is recognized as an expense over the vesting periods of such awards. See note 12 of the September 30, 2022 condensed interim consolidated financial statements for further information.

#### **Depreciation and amortization**

For the three and nine months ended September 30, 2022, the Company recognized \$13,918 and \$41,103 of amortization and depreciation respectively, mainly related to the right-of-use assets (under IFRS 16) and intangible assets acquired via business combinations and asset acquisitions, as compared to \$13,632 and \$25,023 of depreciation and amortization for the three and nine months ended September 30, 2021.

# **Interest income and expense**

For the three and nine months ended September 30, 2022, the Company recognized \$200 and \$411 of interest income, and \$7,122 and \$17,530 of interest expense respectively. For the three and nine months ended September 30, 2021, the Company recognized \$71 and \$485 of interest income, and \$3,141 and \$4,950 of interest expense respectively. For the three months ended September 30, 2022 and 2021, interest income was mainly related to interest on cash and cash equivalents. For interest expense, \$638 (2021 - \$539) was related to accretion on lease liability, \$641 (2021 - \$471) was related to accretion on deferred acquisition costs, \$1,999 (2021 - \$nil) was related to convertible debentures and \$3,714 (2021 - \$2,071) was related to loans and borrowings. See note 7 of September 30, 2022, condensed interim consolidated financial statements for further information.

# Time-based earn-out expense

For the three and nine months ended September 30, 2022, the Company incurred \$2,699 and \$9,705 of time-based earn-out expense payable to vendors of acquired companies on condition of operating performance and ongoing engagement with the Company, as compared to \$1,393 and \$3,280 for the three and nine months ended September 30, 2021.

# **Net income (loss)**

Net income (loss) for the three and nine months ended September 30, 2022 was \$611 income and \$3,409 loss respectively, compared to net loss of \$7,801 and \$26,841 for the three and nine months ended September 30, 2021.

# LIQUIDITY AND CAPITAL RESOURCES

# **Cash and cash equivalents**

As at September 30, 2022 and December 31, 2021, the Company had \$52,435 and \$61,919 respectively, of cash and cash equivalents.

## Operating activities

During the nine months ended September 30, 2022, the Company generated \$47,536 of cash from operating activities. Comparatively, during the nine months ended September 30, 2021, the Company generated \$13,859 of cash from operating activities.

#### *Investing activities*

During the nine months ended September 30, 2022, the Company used \$24,057 on investing activities, as compared to \$456,039 for the nine months ended September 30, 2021. These included:

- (i) \$4,662 used on the acquisition of property and equipment for the nine months ended September 30, 2022 (2021 \$856);
- (ii) \$11,873 used on business and asset acquisitions for the nine months ended September 30, 2022 (2021 \$395,470, mainly related to CRH);
- (iii) \$16,510 received for proceeds on the disposal of WFAA for the nine months ended September 30, 2022 (2021 nil);
- (iv) \$185 used on working capital holdback settlements for the nine months ended September 30, 2022 (2021 \$5,223); and
- (v) \$23,847 used on deferred acquisition costs for the nine months ended September 30, 2022 (2021 \$849).

## Financing activities

During the nine months ended September 30, 2022, the Company used \$34,176 on financing activities compared to generating \$394,001 for the nine months ended September 30, 2021. The Company completed a private placement in May 2022 and raised gross proceeds of \$34,513. The net cash outflows during the period were primarily for repayments of borrowings under the credit facilities.

# Summary

Net cash used for the nine months ended September 30, 2022, was \$9,484 compared to \$48,164 for the nine months ended September 30, 2021.

Based on its current cash position, operating budget and cash flow forecast, the Company believes that it is capable of meeting its working capital needs through available cash and cash flow generated from its operating and financing activities for at least the next twelve months.

# **Summary of contractual obligations**

# Undiscounted payments due by period

	574,748	141,450	70,621	336,831	25,846
Other operating commitments	1,134	1,134	-	-	
Convertible debentures	87,325	3,850	7,700	75,775	-
Loans and borrowings	262,636	25,200	0	237,436	-
Other current and non-current liabilities	18,793	17,424	1,369	-	-
Working capital holdbacks	700	700	-	-	-
Accounts payable and accrued liabilities	51,821	51,821	-	-	-
Lease obligations' minimum payments	72,856	10,430	19,711	16,869	25,846
Deferred acquisition costs and time-based earnouts	79,483	30,891	41,841	6,751	_
At Sept 30, 2022	\$'000	\$'000	\$'000	\$'000	\$'000
	Total	Less than 1 year	1-3 years	4-5 years	After 5 years
	Total	Less than	1-3 years	4-5 years	

# Update on prior use of proceeds disclosure

The Company anticipated that it would use the net proceeds from the convertible debentures, special warrants, bought deal private placements and prospectus offerings for future acquisitions, deferred acquisition costs and time-based earnout payments ("DAC/TBE") associated with its acquisitions, interest payments, working capital and general corporate purposes. To date, the Company continues to proceed towards its original business objectives for such funds as follows:

Equity/Debt financing	Date	Purposes	Proposed use of proceeds \$'000	Actual use of proceeds
Bought deal financing	Oct 2020	Acquisition purposes DAC/TBE	65,000 4,000	
Convertible debentures	Nov 2021	Acquisition purposes Debt repayment	20,000 32,500	_ (3)
Bought deal financing	May 2022	Acquisition purposes Debt repayment	10,000 8,000	

#### Notes:

- (1) Acquisitions of Intrahealth and ExecHealth, all Q4 2021 acquisitions and investments, and Q3 2022 InLiv.
- (2) Payment for third and fourth quarters 2021, and first quarter of 2022.
- (3) For future use.
- (4) Payment of 2022 TBE and DAC, and interest on convertible debentures. Remaining amount is for future use.

#### TRANSACTIONS WITH RELATED PARTIES AND KEY MANAGEMENT

# **Key Management Compensation**

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly. Key management personnel include the Company's Board of Directors and members of the senior executive team. The remuneration of the Company's key management personnel during the three and nine months ended September 30, 2022 and 2021 was as follows:

	Three mont	ths ended	Nine months ended		
	September	September	September	September	
	30, 2022	30, 2021	30, 2022	30, 2021	
	\$'000	\$'000	\$'000	\$'000	
Salaries (1)	220	90	660	270	
Directors' fees	60	_	180	_	
Stock-based compensation expense (2)	1,082	1,700	4,268	1,928	
	1,362	1,790	5,108	2,198	

#### Notes:

- (1) \$113 to CEO, \$62 to CFO and \$45 to COO for the three months ended September 30, 2022; \$338 to CEO, \$187 to CFO and \$135 to COO for the nine months ended September 30, 2022.
- (2) Reflects the amount recorded as an expense in the condensed interim consolidated statements of loss. The fair value of stock-based compensation is measured at the grant date using an option pricing model and is recognized as an expense over the vesting period. \$557 to CEO, \$268 to CFO, \$103 to COO, and \$154 to the Board of Directors for the three months ended September 30, 2022; and \$2,320 to CEO, \$1,167 to CFO, \$357 to COO, and \$424 to the Board of Directors for the nine months ended September 30, 2022.

During the nine months ended September 30, 2022, the Company granted 339,771 RSUs (119,274 to CEO, 47,709 to CFO, 33,396 to COO and 139,392 to Board of Directors), 200,379 PSUs (119,274 to CEO, 47,709 to CFO and 33,396 to COO) and 100,000 share options (all to Board of Directors). For the nine months ended September 30, 2021 – 537,500 RSUs, 475,000 PSUs and nil share options were granted to members of key management personnel.

Included in other current assets as at September 30, 2022 and December 31, 2021 is \$4,426 (\$2,489)

from CEO, \$857 from CFO, \$1,046 from COO, and \$34 from the Board of Directors) and \$2,550, respectively, of receivables from related parties. These receivables were primarily due to payroll tax on stock issuance for the related parties.

#### **CRITICAL ACCOUNTING ESTIMATES AND JUDGMENTS**

The preparation of condensed interim financial statements requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, revenues, and expenses. Actual results may differ from these estimates.

In preparing these condensed interim consolidated financial statements, the significant judgements made by management in applying the Company's accounting policies and the key sources of estimation uncertainty were the same as those that applied to the December 31, 2021 audited annual consolidated financial statements.

## **FINANCIAL INSTRUMENTS**

#### a. Classification of financial instruments

Equity and debt investments

The following table summarizes the Company's financial instruments and their carrying amounts:

5,392

5,898

	September 30,	December 31,
	2022	2021
Financial assets at amortized cost	\$'000	\$'000
Cash and cash equivalents	52,435	61,919
Accounts and other receivables	99,569	66,049
Lease receivable	2,595	2,730
Other current and non-current assets	13,176	13,728
	167,775	144,426

# Financial assets at fair value through profit or loss ("FVPL")

Financial liabilities at amortized cost		
Accounts payable and accrued liabilities	51,821	38,737
Loans and borrowings	262,636	299,039
Convertible debentures	44,607	41,709
Deferred acquisition costs	76,001	85,603
Lease liability	60,443	61,188
Other current and non-current liabilities	19,493	12,751
	515,001	539,027

## b. Fair value measurements

The fair value hierarchy establishes three levels to reflect the significance of the inputs used in making the measurements:

Level 1 – quoted prices in active markets for identical assets or liabilities;

Level 2 – inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly (i.e., as prices) or indirectly (i.e., derived from prices); and

Level 3 – inputs for the asset or liability that are not based on observable market data (unobservable inputs).

The Company's convertible debentures are categorized within Level 1 of the fair value hierarchy. As at September 30, 2022 the fair value of the convertible debentures, including the equity component, is \$6,443, which is based on the closing trade price of the convertible debentures on September 30, 2022.

The Company does not have any fair value measurements categorized within level 2 of the fair value hierarchy.

The carrying values of the Company's financial instruments approximate their fair value, except as stated below.

The Company's loans and borrowings balances, which are mainly comprised of the JPM credit facility and the RBC credit facility, are floating rate instruments which are based on SOFR/CDOR plus 1.25% to 3.25% dependent on CRH's total leverage ratio and MyHealth and Canadian Clinics total funded debt to EBITDA ratio. The Company has estimated the fair value of these financial instruments to be US\$140,120 (\$192,063) for the JPM facility and \$70,900 for RBC facility, as at September 30, 2022 based on Level 3 unobservable inputs.

The investments in Phelix, Twig, Bright, Tap Medical, Tali.ai, Cherry Health and an anesthesia revenue cycle management organization are classified as financial assets at FVPL. The fair value measurements of the investments are categorized within Level 3 of the fair value hierarchy. As at September 30, 2022 and December 31, 2021, in the absence of observable market data and any facts to suggest otherwise, management concluded that the fair value of the investments approximated the cost.

#### c. Risk management

#### Credit risk

Credit risk is the risk of an unexpected loss if a customer or third party to a financial instrument fails to meet its contractual obligation. Credit risk arises from the Company's financial assets. The carrying value of the financial assets represents the maximum exposure to credit risk. The Company limits its exposure to credit risk on cash and cash equivalents by placing these financial instruments with high-credit quality financial institutions and only investing in liquid, investment grade securities.

No single customer accounts for more than 10% of the Company's consolidated revenue. The Company establishes an estimate for expected credit losses on accounts receivable if it is determined that all or part of the outstanding balance is uncollectable. Collectability is reviewed regularly and an estimate is established or adjusted, as necessary, using a combination of the specific identification method, historic collection patterns and existing economic conditions. Estimates are subject to change as they are impacted by the nature of collectability, which may involve delays and the current uncertainty in the economy.

The Company's exposure to credit risk is considered to be low, given the size and nature of the

various counterparties involved and their history of performance. The Company's revenue from clinic operations is from billings for insured services paid for by the provincial health authorities. The Company recognizes anesthesia service revenues, net of contractual adjustments and implicit price concessions, which are estimated based on the historical trend of cash collections and contractual adjustments. As a result, anesthesia related receivables reflect the amount the Company expects to receive from patients and third-party insurers at the reporting period end and thus credit risk is considered to be limited.

As at September 30, 2022, the Company had \$99,569 (December 31, 2021 - \$66,049) of accounts and other receivables.

#### Liquidity risk

Liquidity risk is the risk that the Company will not be able to meet its financial obligations as they fall due and remain solvent. The Company has a planning and budgeting process in place to help determine the funds required to support the Company's normal operating requirements on an ongoing basis. To date, the Company has generated operating losses and net cash outflows from operations, and has relied on equity, convertible debentures, and bank borrowings to fund its operations and acquisitions and will need to continue to secure additional funding for operations. Although the Company has been successful in the past in obtaining financing, there is no assurance that it will be able to obtain adequate financing in the future or that financing will be on terms advantageous to the Company.

#### Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

As at September 30, 2022, the Company's primary interest bearing liabilities are borrowings under its syndicated credit facilities with JPM and RBC. With all other variables held constant, a 10% increase in the interest rate would have increased net loss by approximately \$762 (2021 – US\$297) for the nine months ended September 30, 2022. There would be an equal and opposite impact on net loss with a 10% decrease in the interest rate.

#### Foreign currency risk

The Company's parent company presentation and functional currency is the Canadian dollar. With the acquisition of Circle Medical Technologies, Inc. in November 2020, CRH in April 2021 and the acquisition of WISP, Inc. ("WISP") in October 2021 (functional currency is the US dollar), a significant portion of the Company's business operations is in the U.S. and these subsidiaries are exposed to foreign currency translation risk. A 10% movement in foreign exchange rates versus the US dollar would result in an approximate \$1.8 million change in the Company's net loss for the nine months ended September 30, 2022.

# WELL'S ENVIRONMENTAL, SOCIAL AND GOVERNANCE ("ESG") PROGRAM

In 2021, WELL developed and launched its ESG Program which is an integral part of the Company's growth strategy and reflects its ongoing commitment to delivering on its mission, vision, and purpose. In 2022, WELL commenced its ESG strategy implementation, including publishing an inaugural ESG Report and establishment of an ESG committee comprised of key management, to oversee the delivery of WELL's ESG commitments.

The company's ESG strategy has established a number of ESG priorities that support its overall growth strategy:

- **Practitioner support and digital enablement:** To improve health outcomes for patients by supporting the practitioner to provide timely, accessible, and high-quality patient-centered continuous care.
- **Safeguarding Patient Data:** To safeguard the privacy and security of our patient's data while empowering them to leverage their health information.
- A Healthy Place to Work: To uphold a culture built on respect that reflects our diverse people and communities we serve, prioritizes health and wellbeing, and empowers our people to be the best they can be.
- **Disciplined Governance and Risk Framework:** Maintaining strong oversight and discipline, including management of risk and compliance, across our business activities.

WELL is a well-diversified, fast-growing digital health and tech-enabled healthcare company delivering on a strong ESG program and building societal value. WELL is a purpose-driven business that aims to transform the world for the better, and as such the Company has embarked on an ongoing ESG program. The Company has published an Inaugural ESG report highlighting WELL's ESG strategy, reporting initiatives, and targeted actions and can be found at esg.well.company.

#### **DISCLOSURE OF OUTSTANDING SHARE DATA**

As at November 9, 2022, the Company had the following securities issued and outstanding:

Description of Security	Number of Securities Outstanding	<b>Additional Comments</b>
Common Shares	229,135,534	
Stock Options	3,104,041	Exercisable at prices ranging from \$0.39 to \$6.94
RSUs	4,088,898	
PSUs	3,001,567	
Convertible debentures	7,583,966	
Total, Fully Diluted	246,914,006	-

#### **RISKS AND UNCERTAINTIES**

The Company's management believes that the following risks are among the most important in order to understand the issues that face its financial performance, business and its approach to risk management:

1. The COVID-19 pandemic and other general risks and uncertainty related to natural disasters, pandemics or other catastrophic events - Catastrophic events in general can have a material impact on the potential continuity of the business. The continued spread of COVID-19 globally could adversely affect our patient care operations, as healthcare providers may have heightened exposure to COVID-19 if an outbreak occurs in their geography. Our ability to provide health care services may be adversely affected or disrupted as a result of changing patient intake patterns and needs as well as reduced availability of physicians and/or support staff. Furthermore, the COVID-19 outbreak could result in adverse effects on our business and operations due to prioritization of clinic resources toward the outbreak or if quarantines and/or restrictions (such as travel restrictions) impede physician, staff or patient movement or interrupt healthcare services. In addition, we rely on third-party service providers to assist us in managing, monitoring and otherwise carrying out aspects of our business and operations, and the outbreak may affect their ability to devote sufficient time and resources to our programs or to travel to sites to perform work for us. Our third-

party contract supplier organizations' ability to deliver on a timely basis our required medical and other supplies such as personal protective equipment may also be limited or affected materially. Such events may result in a period of business disruption, reduced operations, any of which could materially affect our business, financial conditions and results of operations. Our ability to serve patients remotely via telehealth services could be affected by technology vulnerabilities and/or glitches that could impede the ability for physicians and patients to access and/or utilize the software reliably.

The spread of COVID-19, which has caused a broad impact globally, may materially affect us economically. While the potential economic impact brought by, and the duration of, COVID-19 may be difficult to assess or predict, a widespread pandemic could result in significant disruption of global financial markets, reducing our ability to access capital, which could in the future negatively affect our liquidity. In addition, a recession or market correction resulting from the spread of COVID-19 could materially affect our business and the value of our common shares.

The global outbreak of COVID-19 continues to evolve rapidly. The extent to which COVID-19 may impact our business, operations and financial performance will depend on future developments, including but not limited to, matters such as (a) the duration and/or severity of the outbreak, (b) government policies, restrictions and requirements as it relates to social distancing, forced quarantines and other requirements, (c) non-governmental influences or challenges such as the failure of banks and/or (d) any kind of ripple effect caused by the substantial economic damage that can be inflicted on society by a pandemic like COVID-19 such as lawlessness. The ultimate long-term impact of COVID-19 is highly uncertain and cannot be predicted with confidence.

- **2. Business Concentration by region** The Company processes a significant amount of primary patient services transactions and earns a majority of its revenue stream from two geographic locations, being the Provinces of British Columbia and Ontario, Canada. In the U.S., revenues are spread across 50 states. If economic, regulatory, legislative, or other factors affecting the Company's business were to adversely change, the revenues of the Company would be negatively impacted.
- **3. The Company is reliant on its key personnel** The Company's success depends substantially on its small number of officers and executives, including Hamed Shahbazi as CEO and Chairman, Eva Fong as CFO, and Amir Javidan as COO. If the Company lost the services of one or more key executive members, its ability to implement its business plan could be severely impaired. The Company's executives and/or workforce are susceptible to COVID-19 related infections and other concerns.
- **4. Cybersecurity** The Company relies on digital and internet technologies to conduct and expand its operations, including reliance on information technology to process, transmit and store sensitive and confidential data, including protected health information, personally identifiable information, and proprietary and confidential business performance data. As a result, the Company and/or its customers are exposed to risks related to cybersecurity. Such risks may include unauthorized access, use, or disclosure of sensitive information (including confidential patient health records), corruption or destruction of data, or operational disruption resulting from system impairment (e.g., malware). Third parties to whom the Company outsources certain functions, or with whom their systems interface, are also subject to the risks outlined above and may not have or use appropriate controls to protect confidential information. A breach or attack affecting a third-party service provider or partner could harm the Company's business even if the Company does not control the service that is attacked.

The Company's operations depend, in part, on how well it protects networks, equipment, information technology systems and software against damage from a number of threats, including, but not limited to, damage to hardware, computer viruses, hacking and theft. The Company's operations also depend on the timely maintenance, upgrade and replacement of networks, equipment, information technology

systems and software, as well as pre-emptive expenses to mitigate the risks of failures. A compromise of the Company's information technology or confidential information, or that of the Company's patients and third parties with whom the Company interacts, may result in negative consequences, including the inability to process patient transactions, reputational harm affecting patient and/or investor confidence, potential liability under privacy, security, consumer protection or other applicable laws, regulatory penalties and additional regulatory scrutiny, any of which could have a material adverse effect on the Company's business, financial position, results of operations or cash flows. As the Company has access to sensitive and confidential information, including personal information and personal health information, and since the Company may be vulnerable to material security breaches, theft, misplaced, lost or corrupted data, programming errors, employee errors and/or malfeasance (including misappropriation by departing employees), there is a risk that sensitive and confidential information, including personal information and personal health information, may be disclosed through improper use of Company systems, software solutions or networks or that there may be unauthorized access, use, disclosure, modification or destruction of such information. The Company's ongoing risk and exposure to these matters is partially attributable to the evolving nature of these threats. As a result, cybersecurity and the continued development and enhancement of controls, processes and practices designed to protect systems, computers, software, data and networks from attack, damage, malfunction, human error, technological error or unauthorized access is a priority. As cyber threats continue to evolve, the Company may be required to expand additional resources to continue to modify or enhance protective measures or to investigate and remediate any security vulnerabilities. There could also be elevated risk associated with cybersecurity matters as a result of COVID-19.

- 5. Use of Open Source Software The Company's operations depend, in part, on how it makes use of certain open source software products, such as those utilized by NerdEMR, OSCARprn, KAI, OSCARwest, THT, MedBASE, Indivica, ClearMedica and OpenHealth. These open source software products are developed by third parties over whom the Company has no control. The Company has no assurances that the open source components do not infringe on the intellectual property rights of others. The Company could be exposed to infringement claims and liability in connection with the use of these open source software components, and the Company may be forced to replace these components with internally developed software or software obtained from another supplier, which may increase its expenses. The Company has conducted no independent investigation to determine whether the sources of the open source software have the rights necessary to permit the Company to use this software free of claims of infringement by third parties. The developers of open source software may be under no obligation to maintain or update that software, and the Company may be forced to maintain or update such software itself or replace such software with internally developed software or software obtained from another supplier, which may increase its expenses. Making such replacements could also delay enhancements to the Company's services. Certain open source software licenses provide that the licensed software may be freely used, modified and distributed to others provided that any modifications made to such software, including the source code to such modifications, are also made available under the same terms and conditions. As a result, any modifications the Company makes to such software may be made available to all downstream users of the software, including its competitors. Open source software licenses may require us to make source code for the derivative works available to the public. In the event that we inadvertently use open source software without the correct license form, or a copyright holder of any open source software were to successfully establish in court that we had not complied with the terms of a license for a particular work, we could be required to release the source code of that work.
- **6.** The Company relies on third parties to provide some of its services and its business will be harmed if it is unable to provide these services in a cost-effective manner The Company relies heavily on third parties such as its IT and EMR vendors/partners, medical supplies vendors to provide some of its goods and services. If these third parties were unable or unwilling to provide these goods and services in the future due to COVID-19 or other events that cause an anomalous in

supply or demand of such goods and services, or provide these goods and services less cost effectively due to inflation, WELL would need to obtain such goods or services from other providers if they are available. This could cause the Company to incur additional costs or cause material interruptions to its business until these goods and services are replaced, if possible.

- **7.** Acquisitions and integration of new businesses create risks and may affect operating results The Company may acquire additional businesses. The Company's M&A strategy involves a number of risks related to the realization of synergies and overall integration of the Company's operations, including but not limited to, human resources, company culture, product pricing, information technology, data integrity, information systems, business processes and financial management. COVID-19 may affect the ability of the Company to find new attractive acquisition opportunities and/or could impact the Company's ability to execute on the integration of pending acquisition opportunities.
- 8. General Healthcare Regulation Healthcare service providers in Canada and the U.S. are subject to various governmental regulation and licensing requirements and, as a result, the Company's businesses operate in an environment in which government regulations and funding play a key role. The level of government funding directly reflects government policy related to healthcare spending, and decisions can be made regarding such funding that are largely beyond the businesses' control. Any change in governmental regulation, delisting of services, and licensing requirements relating to healthcare services, or their interpretation and application, could adversely affect the business, financial condition, accounting treatment and results of operations of these business units. In addition, the Company could incur significant costs in the course of complying with any changes in the regulatory regime. Non-compliance with any existing or proposed laws or regulations could result in audits, civil or regulatory proceedings, fines, penalties, injunctions, recalls or seizures, any of which could adversely affect the reputation, operations or financial performance of the Company. See Section 1 above for additional commentary on the potential adverse effects of regulation within the context of COVID-19.
- 9. Uncertainty of Liquidity and Capital Requirements The future capital requirements of the Company will depend on many factors, including all matters relating to COVID-19 (see Section 1 above for more information), the number and size of acquisitions consummated (if any), rate of growth of its client base, the costs of expanding into new markets (if any), the growth of the market for healthcare services and the costs of administration. In order to meet such capital requirements, the Company may consider additional public or private financing (including the incurrence of debt and the issuance of additional common shares) to fund all or a part of a particular venture, which could entail dilution of current investors' interest in the Company. There can be no assurance that additional funding will be available or, if available, that it will be available on acceptable terms. If adequate funds are not available, the Company may have to reduce substantially or otherwise eliminate certain expenditures. There can be no assurance that the Company will be able to raise additional capital if its capital resources are depleted or exhausted. Further, due to regulatory impediments and lack of investor appetite, the ability of the Company to issue additional common shares or other securities exchangeable for or convertible into common shares to finance acquisitions may be restricted.
- 10. Reliance on Physicians and other Healthcare Professionals The Company relies heavily on the availability of physicians and other healthcare professionals to provide services at its facilities. If physicians and other healthcare professionals were unavailable, or unable or unwilling to provide these services in the future due to any sort of reason including infection due to COVID-19, competition from hospitals, and shortage of workers, this would cause interruptions in the Company's business until mitigated accordingly. As such, vacancies and disabilities relating to the Company's current medical staff may cause interruptions in the Company's business and result in lower revenues. As the Company expands its operations, it may encounter difficulty in securing the necessary professional medical and

skilled support staff to support its expanding operations. There is currently a shortage of certain physicians in Canada and the U.S. and this may affect the Company's ability to hire physicians and other healthcare practitioners in adequate numbers to support its growth plans, which may adversely affect the business, financial condition and results of operations.

- **11. Confidentiality of Personal and Health Information** The Company and its subsidiaries' employees and consultants have access, in the course of their duties, to personal information of clients of the Company and specifically their medical histories. There can be no assurance that the Company's existing policies, procedures and systems will be sufficient to address the privacy concerns of existing and future clients, whether or not such a breach of privacy were to have occurred as a result of the Company's employees or arm's length third parties. If a client's privacy is violated, or if the Company is found to have violated any law or regulation in any jurisdiction in which it operates, it could be liable for damages or for criminal fines and/or penalties.
- **12. Directors and Officers May Have Conflicts of Interest** Certain of the directors and/or officers of the Company may also serve as directors and/or officers of other companies and consequently there exists the possibility for such directors and officers to be in a position of conflict. Any decision made by any of such directors and officers involving the Company is being made in accordance with their duties and obligations to deal fairly and in good faith with a view to the best interests of the Company.
- 13. The Company Needs to Comply with Financial Reporting and Other Requirements as a Public Company - The Company is subject to reporting and other obligations under applicable Canadian securities laws and TSX rules, including National Instrument 52-109. These reporting and other obligations place significant demands on the Company's management, administrative, operational and accounting resources. Moreover, any failure to maintain effective internal controls could cause the Company to fail to meet its reporting obligations or result in material misstatements in its consolidated financial statements. If the Company cannot provide reliable financial reports or prevent fraud, its reputation and operating results could be materially harmed, which could also cause investors to lose confidence in the Company's reported financial information, which could result in a lower trading price of its securities. Management does not expect that the Company's disclosure controls and procedures and internal controls over financial reporting will prevent all error and all fraud. A control system, no matter how well designed and implemented, can provide only reasonable, not absolute, assurance that its objectives will be met. Further, the design of a control system must reflect the fact that there are resource constraints, and the benefits of controls must be considered relative to their costs. Due to the inherent limitations in all control systems, no evaluation of controls can provide absolute assurance that all control issues within a company are detected. The inherent limitations include the realities that judgments in decision-making can be faulty, and that breakdowns can occur because of simple errors or mistakes. Controls can also be circumvented by individual acts of some persons, by collusion of two or more people or by management override of the controls. Due to the inherent limitations in a cost-effective control system, misstatements due to error or fraud may occur and not be detected. Material disruption caused by events of COVID-19 on the business could adversely affect the Company's ability to meet its financial reporting obligations.
- **14. Reliance on third parties for Real Estate and/or commercial leases that the Company operates in -** The Company acts both as a tenant, sub-tenant and a sub-landlord within the context of the commercial spaces that it operates in. The Company does not own real property. There is a risk that these leases may not be renewed at the end of term, and a risk that an alternative location cannot be found. Moreover, these leased properties are managed by third parties and as such there is no assurance that they will be managed and maintained to meet any required environmental and safety standards. There are a number of potential risks related to COVID-19 such as the Company's sub-tenants not paying leases and/or deferring rents and other lease obligations.

- **15. Technological change** The Company operates in a highly competitive environment where its software and other products and services are subject to rapid technological change and evolving industry standards. The Company's future success partly depends on its ability to acquire, design and produce new products and services, deliver enhancements to its existing products and services, accurately predict and anticipate evolving technology and respond to technological advances in its industry and its customers' increasingly sophisticated needs.
- **16. Potential for software system, database or network related failures or defects** The Company relies on software systems, databases and networks to process, transmit and store digital information. The Company also relies on technological solutions from a number of vendors and business units to effectively work together in order to deliver its digital solutions and services to its customers. A software bug, failure or defect may negatively impact software systems, databases and networks from operating properly which could result in the inability of our customers from receiving our products for an indeterminate period of time.
- 17. The Company may be subject to a variety of regulatory investigations, claims, lawsuits, and other proceedings Due to the nature of the Company's business, including without limitation the Company's public listing, operations in the medical industry, omni-channel patient services and virtual services, the Company may be subject to a variety of regulatory investigations, claims, lawsuits and other proceedings in the ordinary course of its business. The results of these legal proceedings cannot be predicted with certainty due to the uncertainty inherent in litigation, including the effects of discovery of new evidence or advancement of new legal theories, the difficulty of predicting decisions of judges and juries and the possibility that decisions may be reversed on appeal. There can be no assurances that these matters will not have a material adverse effect on our business.
- 18. If there is a change in U.S. federal or state laws, rules, regulations, or in interpretations of such federal or state laws, rules or regulations, our subsidiary may be required to redeem its physician partners' ownership interests in anesthesia companies under the savings clause in its joint venture operating agreements – Our wholly-owned subsidiary, CRH, has operating agreements with its physician partners which contain a savings clause that is triggered upon an adverse governmental action, including a change in U.S. federal or state laws, rules or regulations or an interpretation of such U.S. federal or state laws, rules or regulations (each an "Adverse Governmental Action"). Upon the occurrence of an Adverse Governmental Action, the savings clause will require divestiture of the physicians' ownership in the anesthesia company and CRH would be required to redeem the physicians' ownership interest. If an Adverse Governmental Action occurs under a particular state's law, CRH would be required to redeem the ownership interests of each physician partner in such state. If an Adverse Governmental Action occurs under U.S. federal law, CRH would be required to redeem the ownership interest of each physician partner in the United States. The redemption price of each anesthesia company is based upon a predetermined multiple of such anesthesia company's EBITDA, which reflects the fair market value of the redeemed interests. This could impact our cash flow during the redemption period. The redemption occurs over a period of four or five years depending on each applicable operating agreement.
- **19.Stock market volatility** There can be no assurance that an active and liquid market for the Company's common shares will maintain and investors may find it difficult to resell the common shares. The market price of the Company's common shares may be subject to wide fluctuations in response to many factors, including variations in the operating results of the Company and its subsidiaries, divergence in financial results from analysts' expectations, changes in earnings estimates by stock market analysts, changes in the business prospects for the Company and its subsidiaries, general economic conditions, legislative changes, the impacts of any short selling activities on supply and demand for the Company's common shares, and other events and factors outside of the Company's control. In addition, stock markets have from time-to-time experienced extreme price and

volume fluctuations, which could adversely affect the market price for the Company's common shares. As the Company operates a highly accretive M&A program with acquisitions partly funded by the Company's common shares, a decline in the Company's share price could adversely affect the Company's pace of acquisitions and M&A activity.

- 20. Changes to payment rates or methods of third-party payors may adversely impact **profitability** – Changes in payment rates, including U.S. government healthcare programs, changes to the United States laws and regulations that regulate payments for medical services, the failure of payment rates to increase as costs increase, or changes to payor mix, could adversely affect operating margins and revenues. The Company provides anesthesia services primarily through fee for service payor arrangements. Under these arrangements, the Company collects fees directly through the entities at which anesthesia services are provided, and assumes financial risks related to changes in third-party reimbursement rates and changes in payor mix. The Company's revenue decreases if the volume or reimbursement decreases, but the expenses may not decrease proportionately. Company depends primarily on U.S. government, third party commercial and private and governmental third-party sources of payment for the services provided to patients. The amount that the Company receives for our services may be adversely affected by market and cost factors, as well as other factors over which it has no control, including changes to the Medicare and Medicaid payment systems. U.S. health reform efforts at the federal and state levels may increase the likelihood of significant changes affecting U.S. government healthcare programs and private insurance coverage. U.S. Government healthcare programs are subject to, among other things, statutory and regulatory changes, administrative rulings, interpretations and determinations concerning patient eligibility requirements, funding levels and the method of calculating payments or reimbursements, all of which could materially increase or decrease payments that the Company receives from these government programs.
- 21.The Company may write off intangible assets or carrying value may be impaired The carrying value of our intangible assets is subject to periodic impairment testing. Under current accounting standards, intangible assets are tested for impairment on a recurring basis and WELL may be subject to impairment losses as circumstances change after an acquisition. If WELL records an impairment loss related to our intangible assets, it could have a material adverse effect on the business, financial condition, results of operations, cash flows and the trading price of our common shares.
- **22.Impact of current international climate and WELL's approach to mitigate risks -** The conflict between Ukraine and the neighboring countries has led the United States of America ("U.S") to impose certain sanctions on countries such as Russia, Belarus and other involved countries. As such, the Company is making sure to take the appropriate steps to comply with newly imposed sanctions. Although WELL is not considered a U.S. entity as defined by Office of Foreign Assets Control ("OFAC"), we are taking the conservative approach in ensuring the implementation of the appropriate policies to mitigate any potential risks in breaching sanctions regimes. As related sanctions regimes expanded to Canada, the UN, and other jurisdictions, the Company is continuously monitoring the rapid changes of all international sanctions and relevant regulatory bodies and are taking reasonable steps to be fully compliant.

Even though these sanctions are not directly affecting the Company, it is taking pre-emptive steps to wind down an involvement with a company in Belarus, whereby the Company had engaged with contractors providing us software-related services. The relationship was inherited through our acquired subsidiaries and it continued until recently. As part of WELL's recently developed policy, due diligence is run through on each member of this entity regularly and on an ongoing basis, making sure that the Company and all its members are clear of the Specially Designated Nationals or Blocked Persons or Entities' List ("SDN List") as defined by OFAC or any other lists of individuals or entities

produced by Canada, UN or other relevant countries. As part of the winding down process, the Company will no longer be wiring funds to Belarus. The Company will continue to work with the individuals, subject to the ongoing due diligence clearance.

# **ADDITIONAL INFORMATION**

Additional information relating to the Company is available on SEDAR at www.sedar.com.

# FORWARD-LOOKING INFORMATION

Certain statements in this Interim MD&A constitute forward-looking information within the meaning of applicable securities laws. Forward-looking information includes, but are not limited to, the Company's goals, expected costs, objectives, growth strategies, merger and acquisition program, improving the patient experience, obtaining operational efficiency, improving overall care performance, the intention to be an active acquirer within the healthcare services and digital health technologies, maximizing income potential from health clinics, the acquisition of additional health clinics and technologies, the ability to obtain cost efficiencies and improvements through synergies, the use of technology in the Company's business activities, opportunities to leverage its investments in third party technology platforms, the benefits of using open source based technology solutions, the share purchase agreements in respect of its acquisitions, expectations of future revenue and adjusted gross margins, as well as information with respect to management's beliefs, plans, estimates, and intentions, and similar statements concerning anticipated future events, results, circumstances, performance or expectations that are not historical facts. Forward-looking information generally can be identified by the use of forward-looking terminology such as "outlook", "objective", "may", "will", "expect", "intend", "estimate", "anticipate", "believe", "should", "plans" or "continue", or similar expressions suggesting future outcomes or events. Such forward-looking information reflects the management's current beliefs and are based on information currently available to management.

Forward-looking information involves risks and uncertainties that could cause actual results to differ materially from those contemplated by such information. Factors that could cause such differences include the highly competitive nature of the Company's industry, material adverse consequences of the COVID-19 pandemic, government regulation and funding and other such risk factors described herein and in other disclosure documents filed by the Company with Canadian securities regulatory agencies and commissions. This list is not exhaustive of the factors that may impact the Company's forward-looking information. These and other factors should be considered carefully, and readers should not place undue reliance on the Company's forward-looking information. As a result of the foregoing and other factors, no assurance can be given as to any such future results, levels of activity or achievements and neither the Company nor any other person assumes responsibility for the accuracy and completeness of these forward-looking information. The factors underlying current expectations are dynamic and subject to change.

Although the forward-looking information contained in this Interim MD&A is based upon what management believes is reasonable assumptions, there can be no assurance that actual results will be consistent with this forward-looking information. All forward-looking information in this Interim MD&A is qualified by this cautionary information. Other than specifically required by applicable laws, we are under no obligation and we expressly disclaim any such obligation to update or alter the forward-looking information whether as a result of new information, future events or otherwise except as may be required by law. This forward-looking information is made as of the date of this Interim MD&A.

# **FUTURE-ORIENTED FINANCIAL INFORMATION**

This Interim MD&A contains future-oriented financial information and financial outlook information (collectively, "FOFI") including projected 2022 annual revenue, Adjusted EBITDA, profitability on an Adjusted Net Income basis and estimated annual revenue run-rate, all of which are subject to the same assumptions, risk factors, limitations, and qualifications as set out in this Interim MD&A. The actual financial results of WELL may vary from the amounts set out or projected herein and such variation may be material. WELL and its management believe that the FOFI has been prepared on a reasonable basis, reflecting management's best estimates and judgments. However, because this information is subjective and subject to numerous risks, it should not be relied on as necessarily indicative of future results. Except as required by applicable securities laws, WELL undertakes no obligation to update such FOFI. FOFI contained in this Interim MD&A was made as of the date hereof and was provided for the purpose of providing further information about WELL's anticipated future business operations on an annual basis. Readers are cautioned that the FOFI contained in this Interim MD&A should not be used for purposes other than for which it is disclosed herein.