

## ***Pandecta Inc.***

*The Ultimate Health Analytics:  
Because You Deserve More*

Proactive Health Monitoring via Pandecta's Deep Protein Scan

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Prepared by: Pandecta Inc. ("Pandecta")

**Purpose:** This Standard Operating Procedures (SOP) outlines the responsibilities and procedures for pharmacists offering Pandecta's Deep Protein Scan service to clients. It aims to ensure that pharmacists deliver a client-oriented, highly customized health monitoring service through Pandecta's Deep Protein Scan. Our goal is to provide a warm, approachable, and client-focused experience where clients feel valued, informed, and supported throughout their health journey. We prioritize being available to answer all questions with patience and professionalism, ensuring a seamless and highly satisfying experience for every client. Additionally, we offer personalized care that extends beyond the pharmacy, with the option of arranging for a licenced professional to visit clients at home to collect blood samples and complete intake forms during appointments. This elevated level of service reflects our commitment to proactive, client-first health management.

**Scope:** This SOP applies to all pharmacists and licenced professionals involved in providing, explaining, and facilitating Pandecta's Deep Protein Scan service at participating pharmacies or in the client's home.

### **Pharmacist Duties:**

- Educate clients about Pandecta's Deep Protein Scan and health analytics service
- Answer client queries based on provided FAQs and training materials
- Facilitate sample collection while ensuring accuracy
- Provide a friendly and supportive client experience

### **Licenced Professional Duties:**

- Visit clients' homes upon appointment to collect blood samples
- Ensure intake forms are completed and signed during home visits
- Handle and transport samples per Pandecta's standard procedures

### **Procedure:**

*Note: Words in Italics indicate documentation provided by Pandecta*

#### **Step 1: Awareness and Client Engagement (Pharmacy)**

1. *Posters* displayed in the pharmacy and *flyers* about Pandecta's services distributed to the potential clients
2. *Web links* for Pandecta's website incorporated on the pharmacy website
3. The *email template* may be used to inform clients about Pandecta's services

#### **Step 2: Generating Client's Interest and Evaluation (Pharmacy)**

1. Potential client expresses interest in the product
2. Pharmacist explains the product and answers the questions explained in the *Training Presentation and FAQ document*
3. Pharmacist can consult with or refer the client to Pandecta's support staff
4. There may be several points of contacts before the client decides to purchase the product

#### **Step 3: Sale and Documentation (Pharmacy)**

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1. Once the client decides to proceed:
  - Provide the *Privacy Policy & Terms of Use and Service*
  - Ensure the forms are signed
  - Collect payment
2. Schedule a blood collection appointment at the client's home

## Step 4: Blood Sample Collection

Services provided by PANDECTA

1. Upon meeting the client at home confirm client identity using government-issued photo ID
2. Ensure the *Intake Form* is completed and signed before sample collection
3. Collect 1 ml of blood using EDTA (purple-top) tubes
4. Label the sample appropriately (client's unique ID) and transport in a temperature-controlled container (2-8 °C)
5. Transport to Pandecta's operated laboratory and ensure it is immediately placed at 2-8 °C

## Step 5: Data Generation and Analysis

1. Sample processing
2. Data generation
3. Data analysis to identify proteins indicative of client's health and wellness

**Step 6: Detailed Health Insights:** AI – assisted comprehensive report is generated Client receives a report detailing personalized health risk assessment

1. Client receives a physician supplement report, a concise summary that is more amenable to review by a healthcare professional
2. Personalized recommendations for follow up are included such as contacting healthcare providers and/or recommendations for lifestyle changes

## Step 7: Post-Sale Support (Pharmacy)

1. When the client receives their personalized health report:
  - Offer a follow-up consultation to discuss recommendations
  - Provide guidance on lifestyle changes or supplementation as appropriate
  - Refer the client to a licenced physician as appropriate (*names will be provided*)

### Pharmacist Training Documents

- Training Presentation
- Process Map
- Standard Operating Procedure
- FAQs
- Concierge medicine comparison

### Key Documents

#### Customer Facing Documents

- Poster
- Pamphlet
- Intro Card
- Email Template

#### Client Documents (to be provided to the client)

- Intro Card
- Intake Form
- Privacy Policy & Terms of Use

## Storage and Disposal:

- Maintain a temperature of 2-8°C.
- Store samples securely to prevent unauthorized access
- Follow the biohazard disposal protocols for used collection materials

## Monitoring and Compliance



- Regular audits will be conducted by Pandecta to ensure adherence to SOPs.
- Any deviations or incidents must be reported to Pandecta within **24 hours**.

**NOTE:** Pandecta's target market, known as the "worried wealthy," consists of individuals with significant financial resources who are highly invested in their health and longevity. This group values exclusive, personalized, and data-driven health insights that empower them to take proactive control over their well-being. They often seek cutting-edge solutions that offer a deeper understanding of their health, beyond what traditional healthcare provides.

Pharmacists are uniquely positioned to approach this clientele because they are trusted healthcare advisors, often serving as the first point of contact for health-related inquiries. The worried wealthy expect discreet, professional, and concierge-level service, which pharmacists can provide through confidential consultations, tailored advice, and seamless access to Pandecta's advanced health analytics.

Additionally, pharmacists must understand that Pandecta's offering is not a diagnostic or preventative test—terms that would imply Health Canada regulatory requirements. Instead, it is a risk assessment and health analytics service, providing informational insights based on a client's unique proteomic profile. This distinction is critical when communicating with clients to maintain regulatory compliance and ensure clarity of service.

By approaching the worried wealthy with confidence, professionalism, and precision, pharmacists can build trusting relationships, offering a premium health monitoring experience that aligns with the expectations of this discerning market segment.

## Contact Information

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