

Joanna Breitstein ([00:00](#)):

Hello everyone. This is Joanna Breitstein and I work in global communications. I'm joined today by Dr. Mo Ali. Dr. Ali is executive director of market access. He's also a physician. Before joining the company, he served as part of the UK's national health service and he was at the NHS in 2009 during the swine flu outbreak serving as part of the response. When Dr. Ali saw the coming impact of COVID, he was once again called to respond. In light of the pandemic, our company has changed its volunteer policy to support employees like Dr. Ali with medical backgrounds enabling them to be on the front lines and doing a lot of good for a lot of people. Dr. Ali, thank you for joining us.

Dr. Ali ([00:44](#)):

Hi Joanna.

Joanna Breitstein ([00:45](#)):

Dr Ali, how did you personally respond to the COVID pandemic?

Dr. Ali ([00:50](#)):

Many of us take up the calling to be a physician because we're choosing to help people. We all live by that philosophy. And suddenly in a moment of an unprecedented health emergency, the society is calling on doctors and healthcare workers to stand up and be the shield and that moment in time is a moral imperative. If you stepped away, who would be there for people who would be there for your loved ones, who'd be there for others if everyone took those decisions. And therefore, the right thing to do is to stand up for not just the people you care for, but for those who others care for.

Joanna Breitstein ([01:27](#)):

How is the volunteer policy being put in action?

Dr. Ali ([01:30](#)):

I think what the change in policy did for me was to, um, offer the freedom and the permission to be able to go and offer help. And that's just me as an N of one. If you think as a pharmaceutical company, the number of healthcare workers and other people who've come to join this organization to help people. If you think about the untapped potential and to be able to release that in one swoop, I think it was an amazing act. And it's one of the reasons why I'm proud to be part of this organization.

Joanna Breitstein ([02:01](#)):

Of the many stories you have seen, what's one that you would like to share?

Dr. Ali ([02:06](#)):

It's the breadth of help that's so useful. So, if I give you an example of a patient who I saw today, I work within a COVID science where we're seeing COVID patients. This poor patient was someone who came in, it was a 67 year old patient without any health conditions outside of this. Deteriorating, quite rapidly needing oxygen and in the melee of everything that was going on with me trying to get him in onto the ventilator with the nurse trying to get the oxygen on to him. Um, the most powerful thing was a story his son told me afterwards when he was on the ventilator, which was the bit that made the difference. And the bit that I saw out the corner of my eye, but I hadn't made the association was, when you're having high flow oxygen, your mouth becomes really dry and you can't speak. And it was a cleaner who

was coming in ducking her head around who saw that which is something we all missed and brought him a glass of water.

Joanna Breitstein ([03:01](#)):

The world is facing a lot of challenges. Is there something that gives you hope?

Dr. Ali ([03:06](#)):

Strangers coming to help people who are not related to them to help the elderly, to help feed them, make sure they're safe. And the big piece that I want everyone to watch is a contagion of compassion that's going across multiple communities across the world.

Joanna Breitstein ([03:21](#)):

Thank you for joining us.

Dr. Ali ([03:23](#)):

Thank you, Joanna.

Joanna Breitstein ([03:24](#)):

And for listeners everywhere, thank you for joining us. Please continue to check back for more updates and stories of our company's response to the COVID-19 crisis.