

Swisslog Healthcare Customer Care **COVID-19 Communication**

Communication in time of crisis: COVID-19

March 17, 2020

*“Peace doesn’t deny difficulty, but it has an inner calm and quietness even while enduring the difficulty.”
– Glenn C. Stewart, author, adjunct professor.*

Dear friends and colleagues,

In these rapidly changing circumstances, there may be many things we need to be mindful of in order to serve your institution and preserve the integrity of your safety protocols.

While you may be accustomed to contacting a specific individual within Swisslog Healthcare when day-to-day questions arise, we ask that **as the COVID-19 situation unfolds, please use the following email address as a destination for directing all tactical updates and status bulletins:**
alerts.healthcare.us@swisslog.com

This email address does not replace your normal channels of communication with our Customer Care Center in the event a technical issue arises. Please continue to utilize the phone number 800.396.9666 should your equipment present an issue you can’t resolve.

However, if your institution publishes information regarding procedures and policies that must be followed by partners such as our field service engineers and technicians, please direct emails with that information or attachments to alerts.healthcare.us@swisslog.com.

We are monitoring this new email box and are synthesizing instructions for all our field service personnel, ensuring the most current and relevant information is surfaced so they may efficiently go about the business of serving healthcare organizations during this taxing time.

Thank you in advance for your support, and the compassion you demonstrate to patients every day.

Swisslog Healthcare Administration