

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

March 17, 2020

Hospitals are wholly focused on developing containment and action plans to mitigate the effects of the global pandemic. Administrators, clinicians, and staff are undergoing training sessions addressing sterilization techniques, transmission guidelines, and treatment plans. **To all of those on the front lines, and to those who support them onsite and at home, we thank you.**

Swisslog Healthcare employees and leaders offer support to our customers as health professionals diligently work to treat patients amid a rapidly evolving health crisis surrounding COVID-19.

### **Our Customers: What Steps Are Being Taken?**

Swisslog Healthcare is meeting the needs specified by each customer facility as frontline personnel tirelessly serves and protects the public. As a matter of routine, our field service technicians act in accordance with customer requirements.

In this fluid situation concerning COVID-19, we'll uphold each customer's unique protocols to minimize person-to-person contact, maintain the integrity of disinfected surfaces, and reduce exposure points.

### **Our Customers: What Can You Do?**

*Tell us how we should engage with your facility:*

Customers are encouraged to direct all bulletins, memos, and requirements documents to [alerts.healthcare.us@swisslog.com](mailto:alerts.healthcare.us@swisslog.com). This email box is being actively monitored. Our field service engineers are continuously updated with information about customer protocols as we learn of it.

*What you should do if an issue arises:*

This email address does not replace normal channels of communication with our Customer Care Center in the event a technical issue arises with one of our products or solutions. Customers should continue to utilize the phone number 800.396.9666 should hospital equipment present an issue that can't be resolved.

**Please also see our latest [customer information and updates](#).**



**Our Employees: What Steps Are Being Taken?**

We're doing our part to keep our employees and their families safe and mitigate the risks presented by the virus by enacting social distancing policies and other tactics, including instilling our own disaster protocols.

Part of our own crisis management plans include protocols and redundancies to ensure continuity of service to every Swisslog Healthcare customer.