

Dear Colleagues:

As COVID-19 continues to evolve around the world, and both healthcare providers and governments work to stem the tide, we want you to know that we are with you in this challenging time. We understand that you and your resources are being stretched beyond all expected capacity. And we recognize your commitment to providing uncompromising patient care is second to none.

Understandably, we are all thinking about how to meet the needs of our patients, staff, co-workers and the communities we serve, both today and well into the future. That obligation and drive never ends.

To help support you and those whom you serve during this time, we are adjusting the way we work. We have taken multiple steps to ensure that we can continue to support you and your patients in this time of need, including:

1. We are following social distancing recommendations, wherever possible. This includes canceling all visits of non-essential personnel to hospitals and encouraging teams to conduct business by phone and Cisco Webex™.
2. If an employee is required to be onsite to assist with setup, installation or training, our team members have been trained to follow all CDC recommendations and universal precautions to prevent the transmission of infectious disease. Team members who have been exposed to the virus or feel sick have been asked to notify their supervisor immediately, so other accommodations can be made.
3. We are limiting travel. This includes restricting air travel, when feasible, and relying on local employees to help fill a hospital's needs. In addition, we have been complying with the travel restrictions signed by the U.S. government that bars entry to the U.S. of most foreign nationals who have traveled to China and the European Union. Employees who have traveled to a Level 3 or 4 country, including Iran, Italy and South Korea, will be restricted from traveling to a customer site within 14 days of returning from overseas.
4. We are opening our online resources to customers and other hospitals, and are developing more every day. Our goal is to have a complement of instructions trainings as quickly as possible, so you can perform all the installation and setup necessary without the need for an outside team to be physically present on campus. For access to our latest support, resources and educational opportunities, please visit <https://nkuniversity.org/covid-19/>.

And as your need for additional products and equipment expand to meet the demand before you, we are here. We have a team working around the clock to fulfill orders for equipment and supplies from our U.S. resources. We also have our support team at the ready 24 hours a day, 7 days a week should you need help with any of our products or services.

If you need any additional information or resources, please let us know. We are in this with you.

Thank you,

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