



March 16, 2020

The team at Hixny would like to take a moment to address the current circumstances surrounding the coronavirus, or COVID-19.

Our team is in close communication with public health officials at the New York State Department of Health (DOH)—including county and local health departments—and we are monitoring updates from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

Based upon the information we've received from these sources, we continue to take the following actions:

Supporting public health officials.

Because the primary focus is fighting the progression of the virus, we have dedicated significant resources to support public health officials. We hope you understand that if you experience a slowed turnaround response, it may be due to the high volume of public health activity.

Suspending on-site visits.

For the health and safety of your staff—and ours at Hixny—we have made the decision to schedule all meetings by phone or online for the time being. Note that if you need any training materials, you can visit [Hixny Academy](#).

If restricted access to public and private sites continues to rise, if travel is restricted or if mandated closures are imposed, we are prepared.

As the situation evolves, Hixny's continuity plan ensures we serve you to the best of our ability—all Hixny staff is prepared to maintain operations.

The support team is equipped to maintain operations.

For support using Hixny, or to report an outage, you can call 518-640-0021 and select option 2 to leave a detailed message—please include your contact information. A representative from Hixny's support team will return your call. You can also email support@hixny.org or check the [Service Disruptions](#) page located under the Healthcare Community tab on [Hixny.org](#).

We remain committed to the well-being of our communities and our preparations will mitigate disruptions to service and ongoing projects. Our promise is to continue to serve you the best we can during these unprecedented circumstances.

Thank you,

Mark McKinney
Chief Executive Officer
Hixny