



CONCORDANCE[®]
HEALTHCARE SOLUTIONS
Delivering service beyond your expectations.

May 22, 2020

Dear Valued Customers,

As the country starts to reopen slowly, we are focused on how to best support our customers and the unique situations that each of you are in. The health and safety of our employees and your staff is of critical importance to Concordance and we have taken the following steps in order to supply, not only the products that you need, but the peace of mind in knowing that you are protected.

Increase in Patients

As facilities begin to, once again, offer elective surgeries and see an increasing number of patients, Concordance is diligently working to ensure that our customers receive the same high-quality products that you've always used for such procedures as well as the PPE needed to limit exposure. Working with organizations like [Surgery Exchange](#), we are helping to reduce foot traffic to hospital premises using an electronic collaborative work environment while minimizing touchpoints and decreasing person-to-person interaction.

Social Distancing

To ensure that staff and patients are properly protected, Concordance now offers [a full line of solutions](#) to provide simple, safe distancing throughout your facilities. These include mobile and freestanding screens, huddle pods, desktop and surface mounted screens and breath shields. We also offer a variety of customized modular office space systems that will transform your administrative, reception and admitting areas into safe distance spaces. Our team understands how overwhelming it can be to make the adjustments necessary to meet the new social and safety guidelines. This is why we are prepared to supply, support and install the products that our customers need to adapt to these standards.

Account Managers

Concordance's team of Account Managers have been working from home for the last several months in order to diminish exposure to COVID-19. As they begin to reenter customer accounts, we have provided each individual with the proper PPE to keep themselves and our customer contacts safe. Each Account Manager has been directed to gain proper customer approval prior to initiating in-person contact and will be receiving a supply of face masks, gloves and sanitizers to utilize when arriving at all healthcare facilities. Our team will be conscientious of our customers specific guidelines and will follow all unique standards that your facility has set in regards to COVID-19 and pandemic safety practices.

We will continue to keep you updated throughout the next few months.
Stay Safe | Stay Healthy | Stay Awesome

Gina Marchese
Executive Vice President