

HDX Messaging on COVID-19

March 24, 2020

As the coronavirus disease 2019 (COVID-19) situation continues to evolve, we're taking swift action to protect your information and the integrity of business operations.

We are committed to protecting the data and people that help inspire a better healthcare system. The safety and well-being of our customers, partners and employees are of critical importance to us.

We continue to monitor this situation and will respond accordingly as conditions change.

HDX Frequently Asked Questions

[How is Cerner as a company responding to this outbreak?](#)

Cerner's COVID-19 Taskforce, dedicated to making clinical and business continuity decisions globally, has been working around the clock to help support a healthy, safe workplace for its associates and clients. All decisions and policies governing Cerner's management of the COVID-19 event are being led by the Taskforce which includes Cerner Chief Medical Officer Dr. David Nill and Senior Vice President and Chief Clinical and Patient Safety Officer Eva Karp, DHA and other leadership, in accordance with guidance from the WHO, CDC and other global and regional health organizations.

[Has Cerner made the decision to have associates work from home?](#)

Yes. To help reduce the potential exposure and transmission of COVID-19 in communities globally, and based on updated guidance and data, all Cerner associates who can work remotely must do so until April 30, 2020. The Cerner COVID-19 Taskforce will reassess continually and may extend based on the situation. As a global company, Cerner will likely determine return dates regionally, reflecting input from local governments, health organizations and local leadership.

Some offices will remain open for associates whose work requires being physically present, and Cerner is implementing social distancing strategies to help reduce the risk of exposure. Protecting associates' health and continuing to meet client commitments are Cerner's top priorities.

Cerner's clients are in the business of health care and, as partners, Cerner's clients are requesting the company's help. Cerner is prepared to continue to provide support and service to clients during this time.

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Does Cerner have a plan in place to ensure redundancy and resiliency if a large number of associates work from home and/or client site associates work from home?

Cerner has business continuity plans in place and has transitioned to worldwide associate remote work smoothly. We are maintaining our service to our clients. All systems are working as normal.

If an associate is ill and unable to work, accommodations will be made to cover work in their absence, including a point of contact familiar with the client organization.

Our remote associates are following strict security protocols such as, encrypted file protection policies and security protocols. Associates were given a preparedness checklist to ensure compliance to remote policies and procedures. All associate devices are secured with password, firewalls, multi-factor authentication and anti-virus protection.

Cerner's overall Business Resilience (BR) Program is supported by a Cerner internal dedicated Business Resilience team.

From a Business Continuity (BC) perspective, HDX BC plans are focused on the workforce and has actions and tasks to be implemented during an event causing the physical loss of a building, loss of work force or loss of desktop capabilities and ability to support client and Cerner solutions, support and critical client support infrastructure. **None of these conditions currently exists for HDX.**

Cerner began to actively initiate global 'work from home' capabilities and technologies over two weeks ago and has successfully completed the transition of all HDX non-critical associates to remote or work from home locations prior to subsequent state based mandatory business closures. Specific critical associates had already been identified and have been working on-site as required to support technology that must be physical maintained or requires hands-on work. Proactive steps have already been put in place to ensure any on-site critical associates are not in danger or exposed to others unnecessarily.

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How will trading partners receive communication updates from HDX?
How do trading partners communicate with HDX?

Updates to the Cerner's business continuity can be received by using the:

- Corporate client link below and/or <https://www.cerner.com/blog/cerners-dedication-to-a-thriving-world>
- For Cerner HDX specific information access the following hdx.cerner.com
- If Cerner HDX needs to communicate to our trading partners, we will use the vendor contact information that we currently have on file.

If a trading partner needs to communicate to HDX, please use the following email address & phone number:

- DL_HDX_COVID-19_Team@cerner.com
- HDX Client Support Line: 610-219-1569 Option 2

We recognize the situation is quickly evolving, and we are revising and updating our recommendations as new information is made available.

We encourage you to use the sites mentioned above as a resource on how Cerner is addressing the spread of the virus and how we can support your organization as you prepare and manage this ongoing public health situation.

Thank you,
Cerner HDX