IMPORTANT LOCATIONS

**Exhibitor Service Center**
Hall E - rear of 7700 aisle
- Freeman
- Freeman AV
- Floral
- Photography
- Shipping
- Lead Retrieval
- OCCC - Electrical
- OCCC - Aerial Rigging
- Smart City-Internet
- Catering- Centerplate

**HIMSS21 Booth Selection**
OCCC Level 1 Room 101B

**BUSINESS CENTER**
Open During Conference Hours

**FedEx Office® Print and Ship Center**
Located in Lobby C
Open daily from 8:00 am – 5:00 pm
407- 363–2832 phone
usa3996@fedex.com

**Coat & Luggage Check**
Open During Conference Hours, Monday–Friday
Level 1 | Lobby B
Level 1 | Westwood Lobby
Level 2 | Lobby D

**Corporate Member Lounge**
OCCC Level 1: Room W102
Hours 8:00am-5:30pm ET - Tuesday, March 10 & Wednesday, March 11
Hours 8:00am-4:00pm ET - Thursday, March 12
Semi-private meeting rooms built within the lounge. Drop-in reservations for semi-private meeting rooms. Corporate Members can reserve room once per day, up to one hour; based on availability.

**Diamond & Emerald Corporate Member Lounge**
OCCC Level 1: Room W108A
Hours 8:00am-5:30pm ET - Tuesday, March 10 & Wednesday, March 11
Hours 8:00am-4:00pm ET - Thursday, March 12
Semi-private meeting rooms built within the lounge. Drop-in reservations for semi-private meeting rooms. Corporate Members can reserve room once per day, up to one hour; based on availability.

**Emergency Procedure**

**Safety / Security / Crisis Plan - Back of Badge:**

In case of a life threatening emergency dial 911 from your cell phone:

For all other situations pick up any house phone and dial:
- Orange County Convention Center: 5-1119 or dial 407-685-1119
- Hyatt Regency: 77 or dial 407-309-5656
- Rosen Centre: *55 or dial 407-996-2381 from your cell
- Notify a HIMSS staff member or OCCC/Hotel employee
- If the Orange County Convention Center is not safe:
  - Please listen to the announcements made via the building’s safety system
  - *NEW THIS YEAR: All Security concerns or tips can also be submitted through the HIMSS20 Mobile App by tapping the Safety/Security tile from the home page.

**First AID Location:** Level 1, Lobby A & Lobby C

**Medical AID Location: (flu like symptoms)** Lobby D

**Food and Concessions**

HIMSS does not schedule formal lunch breaks. However, there are food courts and concessions open during conference hours located throughout the convention center and on the exhibition floor. Please refer to the convention center and exhibit hall floor plan for the locations of all food courts, concessions and coffee carts. Concessions stand times may vary.
- Lunch is NOT provided
- Concessions are located: throughout lobby & exhibit hall
- Food Courts- Level 1, Lobby A/B, Lobby C, Lobby E
- Food Courts - Exhibit Hall: Hall A (behind 1100 aisle) Hall D (behind 6600 aisle)

**Housing Desk OnPeak**

Open During Conference Hours
Level 1 | Lobby B

OnPeak is the official HIMSS housing partner. Stop by for assistance regarding accommodations in Orlando.

**Information Counters - Q&A**

Level 1 | Lobby A/B
Level 2 | Lobby C
Level 2 | Lobby E
Hyatt Regency Orlando

**Lost and Found**

Room W222B
First Aid Offices
Open During Conference Hours
Level 1 | Lobby A
Level 2 | Lobby C

Medical Office (flu like systems) Lobby D
Trained medical technicians are available on-site for assistance or emergencies

Lead Retrieval
Hall E - rear of 7700 aisle
Exhibitors can drop off their lead retrieval devices on Thursday, March 12 at the service center and Registration Areas.

Mobile App
Mobile App Help Desk: Lobby C

Download the HIMSS Events Mobile App
Visit the App Store or Google Play, and search for HIMSS Event Mobile App. All content is generated from exhibitor profile. If you need to make any changes, please login to your exhibitor profile online.

Mother’s Room
Open During Conference Hours
OCCC: Level 1, Lobby B, Wellness Room
OCCC: Level 2, Lobby C, Wellness Room
Rosen Center: Executive Offices
Hyatt Regency Orlando: Front Desk/Concierge
No key is necessary. A refrigerator is not provided in this room.

Networking Hubs
Open during conference hours
Level 1 Lobby B, Lobby E
The Networking Hubs are designed for attendees/exhibitors to meet up with colleagues, recharge devices, check emails, host HIMSS organized meet ups, and meet new healthcare IT peers.

Orlando Entertainment & Restaurant
Several local establishments are offering exclusive deals just for HIMSS20 attendees! Go to the HIMSS20 Mobile App or https://www.himssconference.org/sites/himssconference/files/vendor/service-kit/h20/exhibitor-event-planning-guide.pdf to view special discounts and offers to shows, shops, restaurants and more.
**Prayer Room**
WA1 (Located near W300)

**Press Room**
HIMSS Press Room – Level 3, W314A

**Registration**

**Registration Badge Pickup Hours**
Company main contact can pick up company badges in bulk at the convention center registration “Exhibitor Onsite” counter. If picking up individual badges, all persons will need to show a picture ID.

**Convention Center Exhibitor Registration Hours** (West Building: Level 1 Lobby A, Lobby D, Westwood Lobby)

**NEW HOURS THIS YEAR**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Sunday, March 8</td>
<td>10:00 am - 6:00 pm</td>
</tr>
<tr>
<td>Monday, March 9</td>
<td>7:00 am - 7:00 pm</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>7:00 am - 6:00 pm</td>
</tr>
<tr>
<td>Wednesday, March 11</td>
<td>7:30 am - 5:00 pm</td>
</tr>
<tr>
<td>Thursday, March 12</td>
<td>7:30 am - 5:00 pm</td>
</tr>
<tr>
<td>Friday, March 13</td>
<td>7:30 am - 11:00 am</td>
</tr>
</tbody>
</table>

*Subject to Change*

**Hotel Badge Pickup Hours** (Hyatt Regency Orlando, Rosen Centre, Rosen Plaza, Caribe Royale)

<table>
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<tr>
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</thead>
<tbody>
<tr>
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<td>12:00 pm - 8:00 pm</td>
</tr>
<tr>
<td>Monday, March 9</td>
<td>7:00 am - 7:00 pm</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>7:00 am - 6:00 pm</td>
</tr>
</tbody>
</table>

*Subject to Change*

*These locations will offer badge pick-up only. Full registration or changes can be completed at the Convention Center locations and at the Hyatt Regency Orlando.*

**Airport Badge Pickup Hours**
Badge Pickup is available at the Orlando International Airport (MCO) in the Baggage Claim area at Terminal A & Terminal B during the following dates and times:

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<td>7:00 am - 7:00 pm</td>
</tr>
<tr>
<td>Tuesday, March 10</td>
<td>7:00 am - 1:00 pm</td>
</tr>
</tbody>
</table>

*Subject to Change*

*These locations will offer badge pick-up only. Full registration or changes can be completed at the Convention Center locations and at the Hyatt Regency Orlando.*
Transportation

**TAXIS & RIDESHARE VEHICLES**
Outside Lobby A | Convention Way
Outside Lobby E | Outer Drive

**Shuttle Bus Information**
All hotels within the HIMSS block will have shuttle service starting on Monday, March 9 at 6:30am
**Thursday night event at Universal Orlando Resort: Shuttles will run between HIMSS designated hotels and Universal from 7:00pm - 8:30pm**

**Complimentary airport transportation**
Provided from the convention center (Lobby C) every 30 minutes:
Thursday, March 12 | 4:00 pm - 7:00 pm
Friday, March 13 | 10:00 am - 3:00 pm

**Tote Bag and Conference print guides**
Primary contact of each company receives a totebag with all conference materials, these can be picked up at any totebag location (Level 1, Lobby A, Lobby D or Westwood Lobby).

**Wheelchair and Scooter Rentals**
Lobby C
Scootaround Mobility Solutions
888- 441-7575
Email: info@scootaround.com
www.scootaround.com

**Wi-Fi Access**
Check e-mails, research information on the internet wirelessly. Wi-Fi access is available in all lobby locations, recharge cafes, and education session rooms throughout the convention center. To get more information or help on how to access, visit any HIMSS Information Booth located in Lobbies. *(There will be no Wi-Fi on the Exhibition Floor)*