Dear Valued Client!

**WELCOME TO HIMSS20!!!**

Thank you for participating in HIMSS20 in Orlando, Florida.

Please take a few minutes to read through the information in this package. This information will help you find key locations (service center, exhibitor registration, booth selection room, etc.), inform you who to talk to if you have questions, and much more. Please share this information with your booth staff.

**Online Welcome Packet**

**Exhibit Hall Hours:**
- Tuesday, March 10: 10:00am – 6:00pm
- Wednesday, March 11: 9:30am – 6:00pm
- Thursday, March 12: 9:30am – 4:00pm

**Move-in Target floorplan:**
Please pay very close attention to the Target move-in floorplan. Target plans assist with an efficient and smooth move in process.

**Security:**
Orlando is a major city with the inherent security risks of any major metropolitan area. Please, do not leave valuable items unattended in your booth space during move-in, show hours or move-out. HIMSS would like to keep this show a theft free event.

**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\n- 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 symptom's) Lobby D

**Mother’s Nursing Room Location:**
Level 1 Lobby B Wellness Room & 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.

Lost & Found - Conference HQ - Room W222B

Service Center:
Located: Hall E – rear of 7700 aisle.
- Freeman, Freeman AV, Floral, Champion Transportation, Lead Retrieval
- OCCC Service Center: (Electrical, Internet, Plumbing, Hanging Sign Rigging)
- Lead Retrieval pick up and drop off

Full Lighting will be turned on Monday, March 9, from 8am – 5pm
If you will need a light out above your booth, contact the OCCC at the service center (Hall E-rear of 7700 Aisle). Fee does apply.

Attendee Roster:
Search to see who is attending HIMSS20 with our attendee roster. The list includes: Company Name, Contact Name, Title, City & State (this will be posted on the HIMSS Conference website under the Attend Tab > About (www.himssconference.org) The list will be available starting March 2, 2020

HIMSS21 Booth Selection:
HIMSS21 booth selection will take place during HIMSS20 on Level 1 Room W101B of the convention center. Pricing and schedule for HIMSS21

*Earn 15 exhibitor points for paying 50% of the booth space at booth selection

Make a difference - Donate your leftover items!
Don’t know what to do with your leftover onsite items? Don’t want to ship them back? HIMSS will donate them to a local charity.
There will be collection bins placed throughout the exhibition hall to drop off your items before you head home. Bins located near following aisles: 400, 1500, 2700, 3900, 4600, 5900, 8000

Items to consider donating*
- Tote Bags
- Pens/notepads
- Furniture
- Cleaning supplies
- Paper and plastic products
- Supplies
*No marketing collateral and must be non-perishable

HIMSS Floor Managers:
Floor managers are available to answer any questions to support your efforts during move-in, show hours, and move-out. Work with the floor manager in your booth area. The floor managers are:

(Floor Manager phones active Thursday March 5 through Thursday March 12)
### Freeman Concierge (Decorator)
Freeman concierges are available to answer any questions to support your efforts during move-in, show hours, and move-out. The Freeman concierges are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Booths</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heidi Simmons</td>
<td>100-1699</td>
<td>407-608-0630</td>
</tr>
<tr>
<td>Thamar Suzon</td>
<td>1700-3899</td>
<td>407-608-0995</td>
</tr>
<tr>
<td>Jayme Fairhurst</td>
<td>3900-5499</td>
<td>407-608-0528</td>
</tr>
<tr>
<td>Bethany Parton</td>
<td>5500-8200</td>
<td>858-357-6530</td>
</tr>
<tr>
<td>Jennifer Franqui</td>
<td></td>
<td>407-608-0095*</td>
</tr>
<tr>
<td>Darin Rooks</td>
<td>Meeting Place Rooms</td>
<td>407-608-0999*</td>
</tr>
</tbody>
</table>

*available 3/9-3/13

### Freeman Service Center
**Phone:** 407-685-5050

### OCCC (Electrical & Aerial Rigging)
**Phone:** 407-685-5010

### Smart City (Internet)
**Phone:** 407-685-2000

### Centerplate (Booth Catering)
**Phone:** 407-685-5081

### HIMSS Exhibit Staff
HIMSS staff will be circulating the show floor throughout the move-in/show and move-out process and if you need to get a hold of one of us, please do. (*Phone Numbers active during Conference Only*)

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elli Riley</td>
<td>Sr. Director, Exhibits &amp; Meeting Services</td>
<td>312-576-3466</td>
</tr>
<tr>
<td>Virginia Geoghegan</td>
<td>Sr. Manager, Exhibit Services</td>
<td>407-717-9861</td>
</tr>
<tr>
<td>Eileen Keating</td>
<td>Program Manager, Exhibit Services</td>
<td>407-450-4636</td>
</tr>
<tr>
<td>Moriah Hathaway</td>
<td>Manager, Exhibit Services</td>
<td>407-902-3770</td>
</tr>
</tbody>
</table>

### Sales

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Becky Washler</td>
<td>General Manager, Sales</td>
<td>312-859-5364</td>
</tr>
<tr>
<td>Jessica Daley</td>
<td>Director, Business Development Services</td>
<td>773-203-8147</td>
</tr>
<tr>
<td>Lisa Currier</td>
<td>Senior Manager, Sales</td>
<td>(312) 292-1855</td>
</tr>
<tr>
<td>Jim Collins</td>
<td>Senior Manager, Sales</td>
<td>312-848-1067</td>
</tr>
<tr>
<td>Deborah Caruso</td>
<td>Senior Manager, Sales</td>
<td>312-859-2046</td>
</tr>
<tr>
<td>Laura Goodwin</td>
<td>Program Manager, Sales</td>
<td></td>
</tr>
<tr>
<td>Carl Lindsay</td>
<td>Associate Manager</td>
<td></td>
</tr>
</tbody>
</table>
Exhibitor Survey
We want to know what you think! Completing the exhibitor survey will help us continue to provide the excellent level of service that you deserve. The survey has been streamlined with fewer questions, and will be sent again to you via email on Thursday March 12. Ten exhibitor points will be given to exhibitors that complete the survey by March 27.

We would like your HIMSS20 Global Health Conference & Exhibition experience to be one of the best shows of the year. We trust you will make new contacts, reconnect with existing clients, and enjoy the city of Orlando. Please do not hesitate to contact us if you have any questions. Again, thank you for your participation at HIMSS20, and we hope to see your company represented at future HIMSS Global Conferences and Exhibitions. Please feel free to contact us at any time during the conference. On behalf of the entire HIMSS staff, WELCOME!

Sincerely,

Eli Riley, CEM
Senior Director, Exhibits & Meeting Services
HIMSS