

## Healthcare Con 2020 FAQ

### **Why is Healthcare Con 2020 (HCC) canceled?**

The Healthcare Con 2020 Planning Committee has been following the evolving public health COVID-19 pandemic closely for the past few weeks. After dialogue with key stakeholders and careful consideration, we made the difficult decision to **cancel Healthcare Con scheduled for June 3-5, 2020.**

We did not take this unprecedented decision lightly. Our decision was based on the caring concern for the safety of attendees, presenters, and the patients your facility cares for. The decision is also consistent with evolving recommendations from the California Department of Public Health, Santa Clara County Public Health Department of Health, and the Center for Disease Control and Prevention.

### **Will HCC 2020 be postponed to a new date?**

We will not be postponing the event to a new date due to the continued uncertainty surrounding the pandemic and evolving public health recommendations. For this reason and others, the event will not be rescheduled to another time in this calendar year.

### **Will the event sessions be available virtually?**

Healthcare Con 2020 will not be digitized for an alternative experience. We invite you to visit our online continuing education activities to explore additional opportunities at Stanford.

Stanford Health Care: <https://stanfordhealthcare.cloud-cme.com/default.aspx>

Stanford Children's Health: <https://www.stanfordchildrens.org/en/classes>

### **Will attendees be refunded?**

Due to the unique situation with COVID-19, **all registration fees will be refunded in full.** If you are registered for HCC 2020, the refund will be automatically processed to the payment method used on file. You will receive an email once the refund is processed.

### **When will with the refund be processed?**

At this time, we are working diligently to ensure the refund processing steps are completed as soon as possible. We cannot offer an exact date at this time as many factors affect the timing of the refund. Please allow at least 6-8 weeks for processing (May 2020). You do not need to request a refund. We will send a notice via email with an update on the refund status when it has been processed.

### **What will happen to hotel reservations?**

If you booked a hotel reservation at the Stanford Guesthouse under the HCC hotel block, the reservations have been automatically canceled. No charges have been made to the credit cards on file, and you will not incur any cancellation fees. For hotels booked outside of the hotel block, please contact the hotel directly to cancel the reservation and assess what options are available to you.



**What if I was accepted to present as an oral or poster presenter?**

Registrations will be refunded in full. We encourage you to submit your abstract next year.

**When is the next HCC event?**

The next HCC event is scheduled for **June 23<sup>rd</sup> –June 25<sup>th</sup>, 2021** at the Stanford University campus. The call for abstracts are scheduled to launch in Winter 2020.

**How can I stay updated for future HCC events?**

If you'd like to be added to the digital mailing list for email updates about the HCC event, please contact [Healthcarecon@stanfordhealthcare.org](mailto:Healthcarecon@stanfordhealthcare.org) with your request. You may also check back to our website periodically for updates at <https://orpcs.org/healthcarecon/>.

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**3/20/2020**

**A Message from the Planning Committee**

The Healthcare Con 2020 Planning Committee has been following the evolving public health situation regarding COVID-19 for the past few weeks. After dialogue with key stakeholders and careful consideration, we made the difficult decision to **cancel Healthcare Con on June 3-5, 2020.**

We do not take this unprecedented decision lightly. Our decision was based on caring concern for the safety of attendees, presenters, and the patients your facility cares for. The decision is also consistent with evolving recommendations from the California Department of Public Health, Santa Clara County Public Health Department of Health, and the Center for Disease Control and Prevention.

We share in your disappointment for what promised to be a wonderful conference.

We are in the process of **refunding all conference registration fees in full for attendees.** You do not need to formally request a refund or withdraw from the conference.

If you had an abstract accepted for an oral or poster presentation, we encourage you to submit again for next year's conference.

We appreciate your understanding that this situation is one that is beyond everyone's control. Thank you for your ongoing support of Healthcare Con and we hope to see you at the 2021 conference to be held June 23-25, 2021 in Stanford, CA.

If you have any questions, please contact us at [Healthcarecon@stanfordhealthcare.org](mailto:Healthcarecon@stanfordhealthcare.org).

Sincerely,

**Healthcare Con Planning Committee**