



Greetings,

It is an understatement to say we are in an unprecedented time period given the spread of the COVID-19 virus throughout the world. As part of a healthcare organization, you are certainly feeling the brunt of this pandemic. As a healthcare solution provider for over 28 years and with the majority of our employees and their families having been employed in healthcare facilities, we at Interlace Health (formerly FormFast) fully appreciate the critical challenges that you're currently facing.

First, I want to assure you that all Interlace Health operations are continuing unaffected. We are fully staffed in Support and Services, ensuring our ability to implement critical projects and to provide enhanced technical and customer support for those of you up and running. While we have always operated with a robust remote capability for our operations and field teams, we recognize that many of you have not typically been optimized to work remotely and we are here to help.

Second, in order to give you the opportunity to fully adjust to this new challenge, I am also announcing an offering at no additional cost to help you deal with your potential staffing challenges: the ILH Enhanced Support Services for COVID-19.

If your organization's regular IT personnel or System's administrators are unable to effectively support your ILH solutions and need assistance beyond your regular technical support, commencing immediately and until May 31 Interlace Health (ILH) will, at no additional charge, provide the following ILH Emergency Enhanced Support Services:

Design any additional electronic forms needed as a result of the COVID-19 crisis (such as a Coronavirus Screen Form).

Deploy any of the appropriate forms by uploading them to your production environments so that they are immediately available and updated for your staff.

Implement any criteria or workflow changes to any of your ILH solutions that are needed to respond to this crisis or that are needed to maintain operational readiness.

In order to ensure maximum responsive for those customers with critical needs for assistance, we ask that requests for this enhanced service be limited to those items that are critical.

If there is anything additional that we can do to help you be more effective in your mission to protect our communities, or if there is an unmet workflow of any sort that is impacting your ability to deal with the virus, please contact us at customersuccess@interlacehealth.com. We welcome the opportunity to see if we can help in any way.

We will get through this crisis together; Interlace Health is committed to doing our part to help you and your organization.

Sincerely,

A handwritten signature in black ink that reads "Rob Harding".

Rob Harding | CEO and Founder
Interlace Health (formerly *FormFast*)