



Dear Friends,

With all the uncertainty surrounding COVID-19, the support and generosity of our community continues to be a constant source of inspiration. We wanted to take this opportunity to update you about all that has transpired at Hudson Headwaters since this crisis began.

Hudson Headwaters is on the frontlines and working in close collaboration with our regional hospital partners and county health departments. To keep you informed of the rapidly evolving situation, we created a special webpage <https://www.hhhn.org/coronavirus/> to share the latest news regarding Hudson Headwaters' response. This page is updated regularly with key points from our daily COVID-19 staff communication.

The COVID-19 pandemic also adds new complexity in achieving our #1 goal of providing accessible health care to everyone in our community—a mission now more important than ever. The innovation that Hudson Headwaters is known for has taken on new meaning as we quickly adapt our care delivery model to best serve our patients.

In what was originally scheduled to take years, telehealth was launched in mere days with the help of a special internal task force. Telehealth capacity is now available at all of our health centers and represents almost half of all daily encounters. This important development will allow many of our patients to receive the medical care and guidance they need at home, thereby keeping both patients and staff safe.

We are also keenly aware of the unprecedented situations that our patients and neighbors face in terms of on-health related issues. In response to this, we created a Community Resource Hotline 518-623-0182 that links patients with support services related to food, housing and other basic needs. More information is posted on our [new Community Resources webpage](#). Please share this link with anyone who might benefit from it.

Another milestone that we reached is the reopening of our recently renovated women's health facility on April 6 after more than two years of renovations. Seeing this important project through to completion is a tremendous example of our staff's hard work and commitment, even in light of everything else that is going on. Celebrating these successes is especially important now as a reminder that life does, and will, go on.

While we are proud of this progress on behalf of our patients and community, Hudson Headwaters is not immune to the crisis' economic consequences. We recently [announced a staff furlough](#) effective April 6—a direct result of the COVID-19 crisis. Hudson Headwaters' financial position remains strong for the time being, but we are only just beginning to understand the crisis' impact.

Thank you to everyone who has reached out, asking how you can help support our COVID-19 response. As we better understand the challenges ahead, we will let you know of specific opportunities to become involved. The responsible thing to do now is what we have always done: think first and foremost of our patients.

In the meantime, a call to your government representatives voicing your concern and enthusiasm for Hudson Headwaters and our health care allies is invaluable to us. Our director of government relations has put together [suggested talking points for guidance](#).

If you have any questions or would like to explore other opportunities to support Hudson Headwaters at this time, please contact Jessica Rubin, associate vice president of philanthropy, at 518-703-9554 or jrubin@hohn.org.

Thank you for being such an important part of the Hudson Headwaters family—we appreciate you and your continued support!

With gratitude,

A handwritten signature in black ink that reads "Tucker". The signature is written in a cursive, slightly slanted style.

Tucker Slingerland, M.D.
CEO, Hudson Headwaters