

COVID-19 / 2020 Learning Forum Cancellation FAQ

Updated: March 18, 2020

2020 OCHIN Learning Forum Cancellation

1. Why is the 2020 OCHIN Learning Forum being cancelled?

In light of the escalation of community spread of COVID-19 (coronavirus) in the continental U.S., OCHIN has made the decision to cancel the 2020 OCHIN Learning Forum, April 27-29, 2020. The health and wellbeing of our members, partners, staff, and the communities we serve together are at the forefront of this decision, and we do not make it lightly. We want to ensure we are not contributing to further spread of COVID-19 or diverting much-needed personnel from member clinics at this time. We will continue to follow CDC and local health authority guidelines to inform our decisions.

2. Will the Learning Forum content be offered at another time or in another way?

The 2020 Learning Forum will not be rescheduled or held as a virtual event. However, we are exploring other avenues for sharing some of the conference content with OCHIN members. If you were scheduled to present and are interested in sharing your content later in the year, please contact OCHIN's Event Manager at learningforum@ochin.org.

3. Did attendee and sponsor cancellations impact the decision?

No. We received very minimal cancellations from attendees and sponsors; however, we had seen an uptick in organizations implementing travel restrictions.

Registration Cancellation and Refunds

1. Do I need to cancel my Learning Forum registration?

No. We will cancel your Learning Forum registration for you.

2. Will I receive a refund of my registration fee?

Yes. If you paid a 2020 Learning Forum registration fee, it will be automatically refunded in full to the credit card you used when registering. You do not need to request a refund. We are striving to process all refunds by March 27. Please allow additional time for your refund to appear on your credit card statement. If you do not see the refund on your credit card statement by April 10, please contact OCHIN's Event Manager at learningforum@ochin.org.

3. Will sponsors receive a refund of sponsorship fees?

Yes. If you have paid your 2020 Learning Forum sponsorship fee, it will be refunded to you in full by OCHIN by April 30, 2020. Alternatively, if you would like to transfer your sponsorship to the 2021 Learning Forum, you will be locked in at the 2020 rates. All sponsors received an email from OCHIN's Event Manager on March 13, 2020 with detail. If you need additional assistance, please don't hesitate to email us at learningforum@ochin.org.

Travel Considerations

1. Do I need to cancel my hotel reservation?

Yes. Whether you made a hotel reservation in the Learning Forum conference block or not, you are responsible for canceling that reservation within the cancellation terms of that hotel.

2. Do I need to cancel my flights?

Members and sponsors are responsible for canceling their flights as they see fit. We encourage you to check with the airline you booked, as many are waiving cancellation and change fees.

OCHIN staff flights booked through the OCHIN travel agent have been cancelled automatically.

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