WHO Symposium on the Future of Digital Health Systems 2.0

Copenhagen, Denmark 4–5 March 2020

7 November 2019

INFORMATION CIRCULAR

We are pleased to provide you with the following information regarding practical arrangements for the above meeting.

1. Venue of the meeting

WHO Regional Office for Europe
UN City
Marmorvej 51
DK-2100
Copenhagen
Denmark

2. Language

The Symposium will be held in English and Russian, with a number of parallel sessions presented in one or both languages.

3. Registration, opening session and closure

Please use the following link to register for the Symposium:
http://www.euro.who.int/whodigital20-register.

Please note that registration via the above link is mandatory for all participants and should take around 5 minutes to complete.

Onsite registration will take place from 08:00 on Wednesday 4 March 2020. The Symposium will begin promptly at 10:00 and is expected to close on Thursday 5 March 2020 at 17:00. You are requested to arrive as early as possible after 08:00 on the first day to avoid delays in entering UN City. See also important information under section 11 below: Security at UN City.

4. Conference app and website

Further information can be found on the event website: https://ehealthresearch.no/WHOisdigital2020, which will be updated regularly to provide the latest details on the Symposium.
As we strive to make the Symposium paper-free, a dedicated conference app will be made available one month prior to the Symposium to facilitate your participation. All programme and speaker information, social media and a range of practical guidance will be available via this app. You are therefore encouraged to install the app on your personal smartphone or tablet device prior to your arrival in Denmark. This will allow you to access advance details on the event and determine the sessions of most interest to you.

To do so:

- search the App Store or GooglePlay for the app “AttendeeHub”;
- download the app to your device;
- open the app and search for the conference identifier “WHODigital20”; and
- register using the same email address provided during registration for the Symposium.

5. Visa

If you require a visa, the letter of invitation to participate in the meeting should facilitate the issuance of your visa to Denmark. If you require a specific letter, please fill in the details when you register on the app.

6. Arrival in Denmark

Copenhagen offers a good public transportation network; the city centre can be reached from the airport by Metro, train or bus (Metro and railway stations are located in Terminal 3 of Copenhagen Airport). Tickets for the Metro and train are available from the DSB ticket office and ticket machines in the station area. The Metro operates around the clock, seven days a week.

For more information, participants are advised to check online at: https://www.visitcopenhagen.com/copenhagen/transportation/transport-and-around-copenhagen.

7. Public transportation (train, Metro, bus)

Participants are responsible for transportation to and from UN City. If in doubt, enquire at reception of the hotel where you are accommodated regarding transportation possibilities.

Denmark has an efficient and reliable public transportation infrastructure. The Greater Copenhagen area is divided into zones. Travelling through these zones can be combined using train, Metro and bus, as long as the ticket is valid. At the stations and bus stops you can find maps that will show you the different coloured zones. Even if you only travel within one zone, the minimum charge is for two zones.

You need a ticket for three zones to reach UN City from Copenhagen Airport. Tickets may be bought at the airport in Terminal 3, at a train station ticket office or from automatic machines inside the station. Passengers not holding a valid ticket will be fined 750 Danish kroner. A handy route planner can be found at http://www.rejseplanen.dk (available in English).

7a. From Copenhagen Airport to UN City by Metro

A Metro station is located by the airport and accessed by the overpass over the adjacent road. Follow the signs for the Metro. You will find a ticket office and automatic ticket machines on your way to the station and on the platform where the Metro departs. You can take any train leaving from this Metro station. Trains leave every few minutes. Get off at Nørrebro Station. From there, walk to the “S-Tog” platform and take one of the following trains in the specified direction. Get off after two stops at Nordhavn Station.
• the A-line (*direction: Hillerød*)
• the B-line (*direction: Farum*)
• the C-line (*direction: Klampenborg*)
• the E-line (*direction: Holte*)
• the H-line (*direction: Farum*)

Travel time from the airport to Nordhavn Station is approximately 25–30 minutes.

**7b. From Nordhavn Station to UN City on foot**

Leaving the station, turn left and walk until you reach a pedestrian and bicycle underpass (tunnel) under the train tracks. Continue through the tunnel and across the pedestrian crossing over *Kalkbrønderihavnsøde*. Follow the path indicated by the red line in the image below. The UN City building is located at the end of Marmorvej.

**7c. From UN City to Nordhavn Station on foot**

From the entrance to UN City, follow the path indicated by the red line in the image above. Continue over the pedestrian crossing and through the underpass. Turn right and continue until you reach the steps up to the platform of *Nordhavn Station* where you can take the local train.

**8. Taxis**

Taxis are easy to access in Copenhagen but expensive. Prices start at 40 kroner and increase by 8.5 kroner per kilometre travelled. If required, a taxi can be ordered by calling:

• Taxi 4 x 35: +45 35 35 35 35
• Dantaxi 4 x 48: +45 48 48 48 48

Please note that the use of ride-hailing services such as Uber and Taxify is not permitted in Denmark.

**9. Parking at UN City**

If you arrive by car, underground public parking is available (08:00–17:00: 24 kroner/hr; 17:00–08:00: 12 kroner/hr).
10. Tickets, travel cards and prices in the Copenhagen area
You can choose between different types of tickets and travel cards that are all valid for buses, trains and the Metro in the Greater Copenhagen area. Your choice depends on how much you wish to travel during your stay, and what means of travel you prefer.

For further details, please refer to Copenhagen’s official website: http://www.visitcopenhagen.com/copenhagen/transportation/transport-and-around-copenhagen.

11. Security at UN City
Admittance to UN City is through a security checkpoint. All hand luggage will be scanned upon entry. Participants are advised to arrive at least 45 minutes before the beginning of the session on the first day to allow for some delay. You will be greeted at the gates by our staff, who will check your identification. Please remember to bring your passport or an official piece of photo identification to present on arrival.

After the initial security check, you will be met at the reception desk and provided with your name badge and an access card to facilitate entrance on subsequent days. Please keep this visibly displayed at all times.

The access cards will allow you access through all authorized ground-floor doors in the building. When entering UN City at the external security gates, you will need to hold your card against the reader panel and then enter the four-digit passcode (to be provided). When entering internal gates/doors, simply hold the card against the reader panel and the doors will open.

To prevent injury, please ensure only one person passes through the gates at a time – the doors will close forcefully after one person passes through. You will need to return your access card when you leave UN City at the end of the event. If your access card is lost or stolen, please advise us immediately.

We appreciate your understanding and cooperation, as these measures are taken both for your own safety and for the protection of our staff and United Nations colleagues.

12. Currency
The currency unit of Denmark is the Danish krone (plural: kroner). 100 kroner is approximately €13.40 or US$ 14.75. Credit cards are widely accepted in Denmark.

13. Banks/exchange facilities
An ATM is located in the UN City lobby area, where Danish kroner and euros can be obtained.

14. Emergency telephone number
The telephone number for emergency services in Denmark (police, fire department and ambulance) is 112.

15. Consent for use of photos and videos taken during the Symposium
Photographers will be taking photos and recording videos during sessions and social events. All participants are required to indicate their consent for use of such materials as part of the registration process.

Should you have any queries not covered by the points above, please do not hesitate to contact the Symposium organization team at EUDigitalHealth@who.int.
We look forward to seeing you in March.

Best regards,
Symposium team