

Emergency Mass Notification for the Healthcare Community

AtHoc IWSAlerts – Network-Centric Emergency Mass Notification Solutions

Healthcare Solution Overview and Benefits

Hospitals and healthcare facilities are highly complex organizations that face unique dangers inherent to these environments. Issues range from security in maternity wards, sensitive data areas and protection of patient records, violence and gangs in the emergency rooms, extending to crisis situations such as infectious disease outbreak in pandemics, mass casualty accidents, natural and man-made disasters, power outages, fire, and chemical leaks.

Healthcare organizations must maintain a state of professional readiness and a migration strategy for emergency response in the deployment of an effective, reliable mass alerting system to rapidly reach medical personnel for their safety and for the safety and essential early warning for patients who may be immobile and not easily moved.

AtHoc technology protects the entire healthcare premises, including widespread buildings and all personnel, patients and visitors within its perimeters. The AtHoc solution, AtHoc IWSAlerts, leverages an organization's IP network, transforming the Internet into a comprehensive, enterprise-class net-centric emergency mass notification system, offering a highly dependable and cost-effective resolution to an overarching need.

AtHoc IWSAlerts deploys within a secure cloud-based architecture, providing a unified solution to launch and simultaneously manage alerts. Notifications can be sent if the patient record system is offline for maintenance or if the system is experiencing outages at various facilities. The medical facility also can use desktop alerts for healthcare-related notices regarding organ transplant availability and status.

Through a single, unifying web-based console, AtHoc IWSAlerts triggers, tracks, manages and controls the emergency notification process in real time. The AtHoc system disseminates the notification via multiple, redundant communication channels to alert medical staff and emergency personnel in minutes, across geographically dispersed locations through all networked delivery devices including:

PCs via intrusive audio/visual pop-ups • Landlines • Mobile phones • BlackBerry devices • PA systems and sirens • SMS texts • Social media (Facebook, Twitter) • Monitor video feeds • Physical sensors • Smartphones and tablets • Silent Panic/Duress alerts • PDAs

The alerts describe the potential threat, categorize the threat level and include instructions for action. This bi-directional solution captures responses from alert recipients and automatically generates a status report, providing critical situational awareness to hospital emergency operators.

Network-Centric Mass Notification for Healthcare Facilities

AtHoc has a proven record of excellence in MNS for healthcare facilities within the military, federal government, public and private sectors

- **Government** – U.S. Dept. of Veterans Affairs
- **Army** – Lyster Army Health Clinic/ Ft. Rucker, Irwin Army Hospital/ Ft. Riley, Raymond W. Bliss Army Medical Center
- **Air Force** – AF Medical, Wilford Hall Medical
- **Navy** – The Navy Bureau of Medicine and Surgery (BUMED)
- **Private** – Baylor University Medical Center, Kaiser Permanente

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AtHoc's unified, net-centric emergency notification systems meet and exceed the unique emergency alerting and critical communications requirements for hospitals and healthcare facilities such as:

- **Unprecedented reach and speed:** Pervasive network-centric notifications quickly reach all targeted medical personnel within minutes across the entire facility, protecting patients and staff
- **Assured delivery and acknowledgement:** Highly reliable bi-directional solution tracks responses to alerts for exceptional personnel accountability
- **Central unified administration:** The IP network is used to centrally administer all forms of alerting with the single push of a button
- **Easy and effective use:** Predefined alerting scenarios are tailored for medical and healthcare crisis situations, expediting and streamlining emergency operator response
- **Accurate and secure contact information:** System is deployed behind the firewall and integrated with existing data sources, providing exact information and a high level of accuracy and security
- **Connection to external sources:** the Centers of Disease Control (CDC) can automate the dissemination of local or national CDC information
- **Regulatory compliance:** AtHoc solutions meet federal and state regulations and requirements such as the privacy act of 1974, section 508, NIST security certifications, HEA, the Clery Act; HIPPA privacy regulations, and OSHA



AtHoc IWSAlerts can be deployed to support a single site or deployed in a centralized data center, supporting a multi-site organization while accommodating the notification needs of each location. All alerting devices can be triggered either by a local site or centrally via headquarters.

AtHoc understands the needs of the healthcare venue, meets these challenges and satisfies each facility's objectives for protection and effective mass notification, providing scalable, unified, net-centric solutions, ease of implementation and deployment, long-term cost containment and excellent ongoing customer care.

AtHoc technology rapidly and effectively protects all medical personnel, patients, visitors, property and infrastructure, making AtHoc much more than a solutions provider but the trusted partner in emergency mass notification, physical security and safety for the hospital and healthcare facility.



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