

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Information Technology</b>		
<b>Title:</b>	<b>MSHN Team Alert Procedure</b>		
<b>Policy:</b> <input type="checkbox"/>	<b>Review Cycle:</b> Biennial	<b>Adopted Date:</b> 05.2022	<b>Related Policies:</b>
<b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Author:</b> Chief Information Officer	<b>Review Date:</b>	
<b>Page:</b> 1 of 4			

### **Purpose**

To enhance the safety and security and to reduce risk of injury to specific office based MSHN personnel. This procedure is to proactively respond in the event of an emergency or other threat and deliver a rapid and centralized notification and communication process to facilitate effective responses. MSHN deploys a software-based emergency notification system coupled with software and physical panic-button activation options. The Team Alert software and alert function may only be used for emergencies and/or critical situations.

### **Procedure**

The Team Alert software will notify specific executive staff, designated as emergency contacts, within our organization if an incident or threat alert is raised and/or automatically contact Lansing 911 call center (depending on the specific alert type activated). The software can make contact by the individual authorized employee's cell phone through SMS text messages, voice call or by chat on the computer.

Team Alert can be used in the possible emergencies.

- a. 911 Emergency (Police, Fire, Ambulance – type emergencies)
- b. Assistance needs (Non-Police, Fire, Ambulance – type urgent, critical or emergency assistance)

### **Team Alert can be activated in the following manner:**

- 1) Two button hardware. Specifically authorized office-based employees will have a physical, two button hardware device accessible to them at or near their workstation that is connected to their MSHN-issued computer.



- Button 1: RED: 911 Emergency Alert (Call E911 - Police, Fire, Ambulance – type emergencies)  
 Button 2: Blue: Assistance Needed (local internal - urgent, critical or emergency assistance)

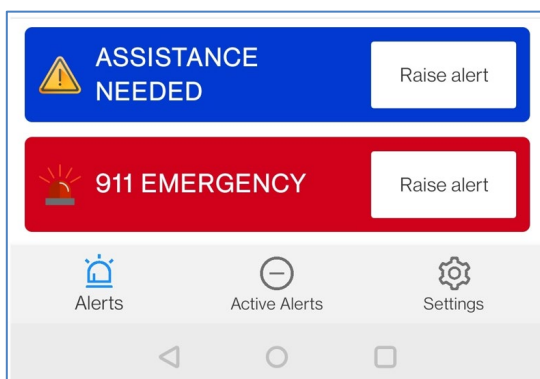
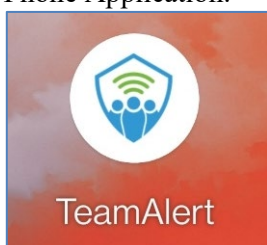
## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Information Technology</b>		
<b>Title:</b>	<b>MSHN Team Alert Procedure</b>		
<b>Policy:</b> <input type="checkbox"/>	<b>Review Cycle:</b> Biennial	<b>Adopted Date:</b> 05.2022	<b>Related Policies:</b>
<b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Author:</b> Chief Information Officer	<b>Review Date:</b>	
<b>Page:</b> 2 of 4			

### 2) Computer application:

The screenshot shows a web application interface for raising and managing alerts. On the left, under 'Your alert list: 5', there are two main alert types: '911 EMERGENCY' (red button) and 'ASSISTANCE NEEDED' (blue button), each with a 'Raise alert' button. On the right, under 'Outgoing alerts: 0', it states 'YOU HAVE NOT RAISED ANY ALERTS'. Below that, under 'Incoming alerts: 0', it states 'YOU HAVE NOT RECEIVED ANY ALERTS'.

### 3) Phone Application:



## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Information Technology</b>		
<b>Title:</b>	<b>MSHN Team Alert Procedure</b>		
<b>Policy:</b> <input type="checkbox"/>	<b>Review Cycle:</b> Biennial	<b>Adopted Date:</b> 05.2022	<b>Related Policies:</b>
<b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Author:</b> Chief Information Officer	<b>Review Date:</b>	
<b>Page:</b> 3 of 4			

### Team Alert Emergency Contacts in the order listed:

When indicated by activating the blue hardware button or the assistance needed button in software-based notifications, the software is setup to call 3 designated emergency contacts from the following phone number **833-372-1380**, in the order listed:

1. Chief Executive Officer
2. Deputy Director
3. Chief Information Officer

**Note: These users are to establish a special ring tone associated with the above telephone number, bypassing silencing of alerts, to ensure these notifications are received.**

### When a 911 Emergency alert raised:

There will be a 60 second period to cancel if the alert is raised. There will be no chat message, email or call sent when an alert is cancelled. If the 60 seconds expires then 911 dispatch will send law enforcement to the office location – 530 W Ionia St. Suite F, Lansing – MI 48933

1. 911 is alerted and sent to dispatch with address and location.
2. An email and a chat are triggered to the person who raised the alert and the 3 emergency contacts listed in the order above. Only the listed emergency contacts will get a call from 911 dispatch.
3. Dispatch sends emergency personnel to the location.
4. Call from 911 dispatch is triggered to the 3 emergency contacts listed above for verification:
  - 911 calls Chief Executive Officer, if no answer, then,
  - 911 calls Deputy Director, if no answer, then,
  - 911 calls Chief Information Officer, if no answer the process repeats.

### When Assistance Needed alert raised:

1. An email and a chat are triggered to the 3 emergency contacts listed in the order above.  
With a message “Assistance needed - please contact the office immediately”
2. The emergency contacts listed above will get the messages simultaneously. The action to be taken is based on MSHN internal policy ([Link](#)) in case of any assistance needed.
3. If 911 needs to be triggered, then the listed emergency contacts can trigger a 911 call from their Team Alert phone application or computer application.

### Maintenance Procedure:

The MSHN Systems Analyst/Project Manager will conduct a Quarterly Team Alert Test to:

1. Ensure that desired users/computers can initiate/receive alerts.
2. Ensure that desired users/computers with the software have a speaker so the audible alert can be heard adequately.
3. Ensure that all alerts are received by all email addresses and text message phone numbers.
4. Ensure the Team Alert software is automatically operating when a computer or phone is restarted
5. Conduct an E911 alert.

## POLICIES AND PROCEDURE MANUAL

<b>Chapter:</b>	<b>Information Technology</b>		
<b>Title:</b>	<b>MSHN Team Alert Procedure</b>		
<b>Policy:</b> <input type="checkbox"/> <b>Procedure:</b> <input checked="" type="checkbox"/> <b>Page:</b> 4 of 4	<b>Review Cycle:</b> Biennial  <b>Author:</b> Chief Information Officer	<b>Adopted Date:</b> 05.2022  <b>Review Date:</b>	<b>Related Policies:</b>

### **Applies to**

- ☐ All Mid-State Health Network Staff
- ☒ Selected MSHN Staff, as follows: Chief Executive Officer, Deputy Director, Chief Information Officer, Systems Analyst/Project Manager, Executive Assistant, Office Assistant
- ☐ MSHN's CMHSP Participants: ☐Policy Only ☐Policy and Procedure
- ☐ Other: Sub-contract Providers

### **Definitions**

#### **Other Related Materials**

N/A

#### **References/Legal Authority**

N/A

### **Change Log:**

<b>Date of Change</b>	<b>Description of Change</b>	<b>Responsible Party</b>
5.2022	NEW Procedure	Chief Information Officer