



Everbridge emergency preparedness solution



Key points

- All-hazards approach to emergency communications.
- One-click messaging to ALL staff targeted by group.
- Multiple communication pathways per individual.
- Can be extended to patient/family communications.
- Multi-language support.
- Can integrate with local Healthcare Coalition Network.
- Robust reporting for drill post-mortem and surveys.

Everbridge emergency preparedness solution for hospitals & healthcare systems

Healthcare systems play a critical role in the United States' response to emergencies that happen in their communities. From natural disasters to chemical spills to mass casualty incidents, healthcare systems need to be able to communicate and coordinate rapidly with many constituents about how to best respond to the emergency. Medicare (CMS) and The Joint Commission regularly survey healthcare systems to insure that they have the plans and tools in place to manage the impact of these events. The Everbridge Emergency Preparedness solution enables healthcare systems to rapidly contact all staff, volunteers, contractors, and other stakeholders with the right information at the right time about an event while meeting the latest CMS regulations.

Automated Mass Notification

Rapidly communicate with ALL staff with a single click of a button.

- Activate emergency response teams, notify executive leadership and impacted staff with a single click of a button.
- Automated communication workflows.
- Target messages to various groups including responders, leadership, stakeholders and location.
- Multi-language support.
- 100+ Multi-modal notification end-points.

CMS readiness

Take an all-hazards approach to Emergency Preparedness with Everbridge/Boston University Health Emergency Management CMS Readiness kit including:

- Pre-built communication workflows for key emergencies: Epidemic/pandemic, Biological, Chemical, Nuclear/ radiological, Explosive-incendiary, Natural Disasters.
- Primary and alternate means of rapid communication with all staff and Healthcare Coalition (where available).
- Multiple language support for notifying different populations.
- Communication compliance reporting.
- Can be expanded with Everbridge CareConverge enabling HIPAA-compliant messaging across clinical teams.

Field responder collaboration

Response teams and hospital staff are increasingly mobile.

- Enable immediate feedback and on-the-scene reports from the field, including shared images.
- Encourage your network to send relevant photos, messages, and geographical details, even unsolicited.
- Gather polling responses from mobile devices as part of broadcasts.
- Mobile support for launching, monitoring, and receiving notifications on on-going incidents.



Industry-leading critical event management platform

The industry's most reliable, secure, assured communication and collaboration platform serving over 1,100 hospitals, with 99.99% uptime, and over 4 billion messages sent since 2012.

Expandable infrastructure

Multiple, globally-dispersed data centers with 24x7 system testing and monitoring, providing the flexibility to quickly add and distribute capacity while providing greater resiliency and lowering the risk of degradation and cascading failures.

Dynamic call throttling

Prevents overwhelming phone systems and leaves capacity open for your other critical communications.

Everbridge protects your data

- SAFETY Act Designation and Certification.
- FedRAMP Compliance (in process).
- FISMA Authorization & Accreditation.
- SSAE-16 SOC 2 & 3 Compliance.

Integrations

- SAML 2.0 SSO Integration.
- Active Directory integration.

Deployment and adoption services

The Everbridge service team will work with your organization to provide complete support through deployment and on-going management across the organization including:

- Dedicated Solution Consultants, Project Managers, and Implementation Consultants working with your team to configure the entire platform from integration and data management to communication templates - optimizing communications during deployment and user adoption.
- Everbridge provides on-going support and training including: self-service Everbridge University, 24x7x365 client care, dedicated account management, and proactive usage and service plan reviews so you can gain insight into improving communication plans over time.