

# COVID-19 SHIELD - The New Normal for Hospitals

## Five Solutions to Safely Resume Care

### Healthcare

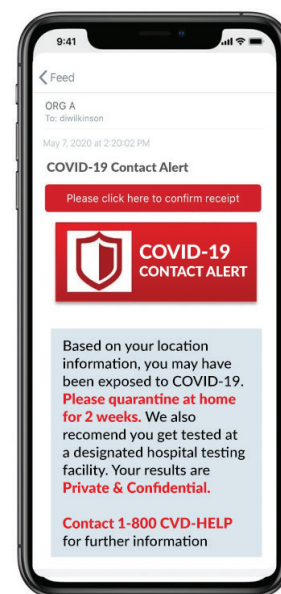
There are five major steps that will define hospitals path forward from COVID-19.

#### **Challenge: Scaling Contact Tracing**

**Solution:** Automate important infection control processes by using multi-vector contact tracing location and real-time screening technologies to proactively prevent the spread of COVID-19. Unifying known, expected, and real-time location information enables hospitals to quickly monitor the location and status of all staff and patients to gain visibility about the associations between each group and confirm interactions at any given time and place. This leads to the rapid identification of COVID-19 cases and the ability to engage both newly confirmed patients and those with a known risk exposure.

#### **Challenge: Tele-triage & Telehealth to Manage Patient Capacity**

**Solution:** To resume elective procedures and care hospitals will need to have a plan in place to handle excess volume in the ER, urgent care and primary care. Through telehealth, hospitals can treat patients virtually and triage care based on patient needs. Secure voice, text, image, and video sharing capabilities will aid physicians in assessing which patients need to be



seen on-site, helping prioritize cases that have already been delayed, while allocating staff resources to non-infection related care management.

#### **Challenge: Increased Risk for Workplace Violence**

**Solution:** A critical events management platform that leverages multi-channel, two-way communication enables hospitals to account for all staff, locate impacted

staff and better assess if they are safe. The platform provides situational awareness, location-detection capabilities, and communication abilities to ensure your people are always safe and your hospital is secure. A panic button feature empowers staff to call when in need of help and can be configured to alert hospital security while automatically live streaming video and audio when pressed.

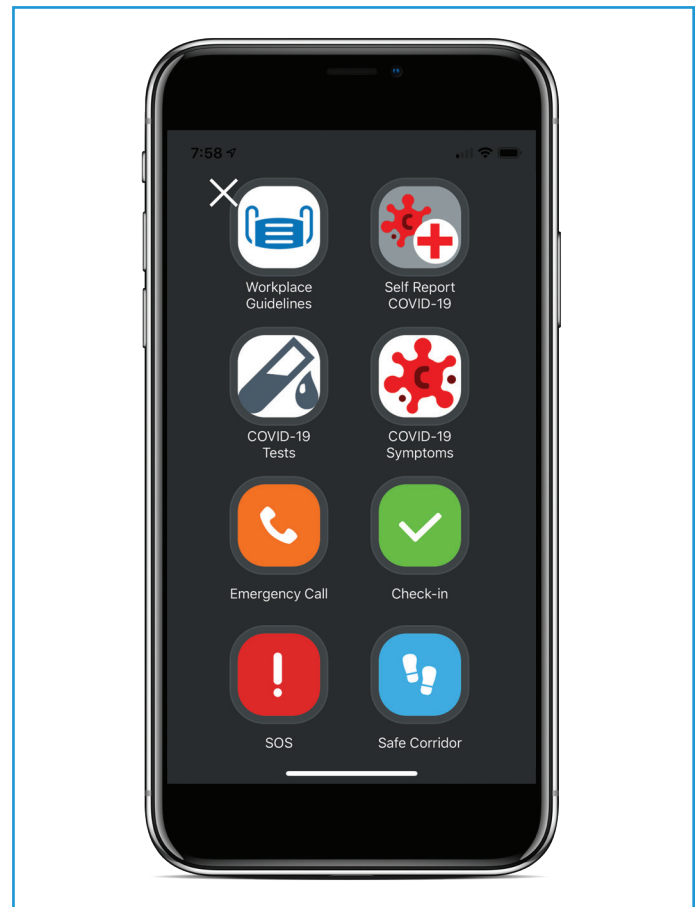
### Challenge: Surge in Cyber Attacks, Downtime

Solution: Incident response management systems are enabling hospitals to detect security vulnerabilities as they emerge for quick resolution. Automating an incident response leads to a faster, coordinated response—one that orchestrates communication and collaboration in real-time to contain the attack, mitigate the damage and ensure compliance while reducing down-time. A robust platform will safeguard hospitals from cybersecurity risks, ensure patient information remains confidential, and will prevent IT infrastructures from being compromised during a crisis.

### Challenge: Safer Facilities for Elective Care

Solution: Through digital wayfinding—indoor GPS mapping and navigation technologies—real-time communication and blue-dot turn-by-turn navigation can be leveraged to direct the flow of traffic to certain areas of the hospital. Through smart phone-based notifications and zone-based routing, designated patient zones can be created to keep COVID-19

patients and designated COVID-19 staff isolated from the remainder of the patient population, minimizing the risk of infection.



## Let's Chat

Do you have questions? Would you like to know more about Critical Event Management? **Get in touch or just call us at +1-818-230-9700 to learn more.**

### ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety software applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Beijing, Kolkata, London, Oslo, Singapore, and Stockholm.



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