

## ALERT24'S APPLICATION IN THE HOSPITAL'S EMERGENCY PLANS

**ALERT24** is the necessary solution in any hospital to ensure the operation and coordination of people or systems against routine incidents and critical situations through the implementation and control of defined Internal and External emergency protocols.

### Introduction

Hospitals are primarily responsible for preserving and protecting the health of patients, as well as providing a prompt and adequate response to emergencies that may arise at any time. The first few minutes before an emergency in a hospital are critical, can mean a permanent physical and/or mental disability or death to the patient. In order to achieve the prompt action of hospitals, appropriate emergency protocols must be in place and in place, allowing quick action to deal with critical situations.

The objective of the hospital's health sector self-protection plan is to ensure the optimal use of human and material resources, in order to ensure the protection of people through emergency and evacuation intervention, minimizing possible human losses and/or materials, which may be derived from an emergency situation. In order to achieve prompt action, it is necessary to develop and apply the appropriate emergency protocol, in which the communication of information is fundamental.

### Emergency plans and risk classification

Through an analysis aimed at identifying and classifying the risks and threats, these economic sectors determine the Internal and External Emergency Plans whose manuals contain all the information necessary to control each type of emergency within the public facility and commercial areas that may be affected.



Fig. 1- Complex hospital facilities to act in crisis situations

## Hospital Centers

Hospitals have a high concentration of patients and users who in many cases due to their illness are unable to act autonomously in an emergency situation without assistance from the center staff. For this reason, it is extremely important that protocols and drills be established for the continuous training of personnel and external assistance services, for effective action in cases of major crises such as an evacuation.

Hospitals must have multiple action procedures according to the level of urgency per incident and a deployment of immediate response operative personnel to respond and perform an initial assessment to the victims and the area of the event, determining the nature or type, characteristics and extent of the emergency situation through established evaluation protocols.

A hospital is particularly sensitive to any situation that threatens its energy or water supply, in the event of acts of nature (earthquakes, fires, etc.) that endanger the integrity of the building and the lives of patients, as well as that of the staff. In the repositories of chemical substances for hospital use there is a high degree of risk of leakage, explosions, pollution, etc. These being some of the main threats.



Fig. 2- ALERT24 Integration in the hospital's emergency plans

## ALERT24 Application

**ALERT24** offers the ideal solution for early reaction and communication in crisis situations in these phases, allowing our clients to maintain the level of security, protection of people and critical infrastructures, as well as business continuity, within the objectives of corporate and environmental responsibility defined in the enterprise.

**ALERT24** is the necessary tool for Security and Risk managers since it allows the representation of different emergency situations in a hierarchy of cases, communication of the necessary information in a massive and automatic way, measuring and analyzing the different incidents (real and post-incident) allowing to monitor and improve future security plans.

**ALERT24** has different functionalities and modules that help to carry out all the activities described above during an emergency:

- ❖ Alert manager (cases) according to priorities.
- ❖ Activation of alerts and emergency messages by telephony, radio or plant loudspeakers to groups, managers, employees or other organizations.
- ❖ Reception of geodetic data by telemetry to activate alerts.
- ❖ Geo-positioning of security and protection resources.
- ❖ Evacuation plan and guide for workers.
- ❖ Coordination with external protection services.
- ❖ Sala de crisis y conferencias virtual.
- ❖ Drills Execution.
- ❖ ICE Employee Sheet
- ❖ Telephone or digital information line.
- ❖ GIS Integration.

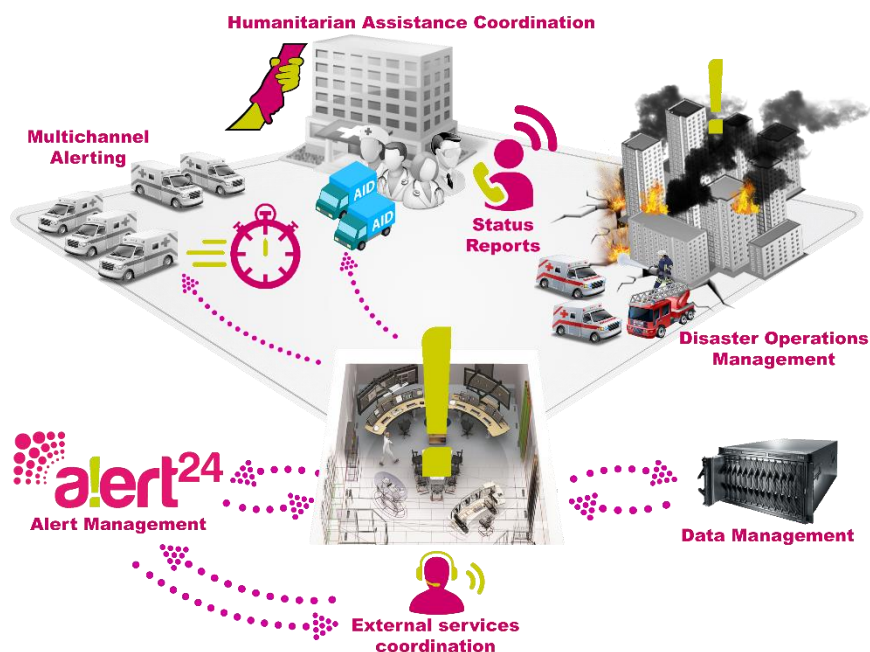


Fig. 3- ALERT24 como plataforma de comunicación en situaciones de emergencia