

Marin County Communication Systems Summary

Alerting Platform Information

Everbridge – Everbridge is the platform that runs many emergency alerting and notification systems, including the two listed below, Alert Marin and CAHAN. The platform is slightly modified for each system depending on the individual system's purpose, but the general functionality remains the same.

User names must be unique across all of EverBridge. If a user has previously registered in a notification system that uses EverBridge (e.g. Alert Marin) they will need to create a new user name (email, passwords and other information can be duplicated). One way to address this issue is to simply add "ALERTMARIN" to the end of the user name created for ALERT Marin.

Community Notifications

Alert Marin - Emergency Notification System to deliver incident-specific information or potentially life-saving instruction to the precise geographic area(s) affected. Emergency situations may include:

- flooding, wildfires, and subsequent evacuations;
- public safety incidents including crimes that affect your neighborhood;
- post-disaster information about shelters, transportation, or supplies.

Audience: Anyone who lives, works or goes to school in Marin County may register a cell phone or VoIP (voice over internet protocol) phone to receive emergency alerts sent by call, text, email, or a smartphone application from the County of Marin.

Purpose:

- Flood, earthquake, wildfire or other local natural disaster
- Neighborhood-specific alerts for natural or man-made disasters

Users: Individuals create account and enter their information via Alert Marin webpage

User Registration and Access Portal: www.alertmarin.org

Alerts: Done by OES

Primary Administrator: Office of Emergency Services (OES)

State Notifications, External Healthcare Partner Notifications

California Health Alert Network (CAHAN) – CAHAN is the State of California's web-based information and communications system available on a 24/7/365 basis for distribution of health alerts, dissemination of prevention guidelines, coordination of disease investigation efforts, preparedness planning, and other initiatives that strengthen state and local preparedness. CAHAN participants have the ability to receive alerts and notifications via alphanumeric pager, e-mail, fax, and phone (cellular and landline).

CDPH and Marin County Public Health, including the Medical Health Operational Area Coordinator (MHOAC) has the ability to use CAHAN to send emergency and non-emergency alerts to registered healthcare facility contacts, as well as other emergency response partners.

Audience: Local Health Departments, healthcare facilities, and other emergency response partners. Specific roles are identified as “required” for both local health departments and hospitals.

Required Local Health Department Positions

Health Officer	LEMSA Administrator
Epidemiologist	LEMSA Medical Director
Mental/Behavioral Health Director	MHOAC
CHEAC/Health Executive	Public Health Nursing Director
CD Controller	Public Information Officer
Environmental Health Director/CCDEH	MCM Coordinator
HAN Coordinator	PHEP Coordinator
HPP Coordinator	TB Controller
Immunization Coordinator	Pan Flu Coordinator
Public Health Laboratory Director	

Required Hospital Positions

Hospital Administration	Hospital Infection Control Practitioner
Hospital HAN Coordinator	Hospital Safety/Security Office
Hospital Emergency Management Coordinator	

Purpose:

- Notify health care facilities of changes in state policy or guidelines
- Alert of State EOC activation for any incident state-wide
- Alerting of “unusual events” as defined by the State Emergency Operations Manual (EOM)
- Information Sharing
- Distribution of pertinent public health related events
- Dissemination of treatment and prevention guidelines
- Coordinated disease investigation efforts
- Notification of Local MAC (Multi-Agency Coordination) Calls among healthcare facilities and Marin County Public Health (including MHOAC).

Users: Account created by Administrator and users enter and ensure their contact information is updated. Although a very robust system, it is only as accurate as the information provided, and the maintenance of that information.

User Access Portal: <https://member.everbridge.net/>

Alerts: Initiated by Administrator (CDPH or HHS)

Drills: State Drills happen periodically. Local drills take place quarterly and/ or in conjunction with planned exercises.

Primary Administrator: HHS PHP & EMS

Other Communications Systems

MERA – MERA provides essential communications between and among public entities that serve all facets of public safety including Fire, Police, Public Works, Special Districts, Transportation, Hospitals, and other Emergency Responders, to facilitate the protection of lives and property and enhance the safety of citizens, workers and visitors.

Audience: Marin County Hospitals and pre-hospital providers

Purpose: Provide communication from field units to the hospitals and from hospital to hospital. This system is used on a daily basis to coordinate patient movement. This system is also the primary communication method during a mass casualty or other major incident.

Users: Radios provided by and maintained by MERA.

Drills: This system is used on a daily basis and is drilled during field and hospital exercises.

Healthcare Facility Radio System – Radio system specific for local area clinics and skilled nursing facilities (SNFs)

Audience: Marin County Clinics and SNFs

Purpose: For emergency use when all other redundant communication modes are down. These radios are not always monitored so are not a mechanism for communications in a non-emergency event.

Users: Radios provided by the County and maintained by the clinics and SNFs.

Drills: Drills for the Healthcare Facility Radio System take place monthly and are facilitated by Marin County EMS and or PHP.

ReddiNet – ReddiNet is an internet application that facilitates information exchange among hospitals, EMS, and other healthcare system professionals over a reliable and secure network. Depending on which modules a facility subscribes to they could receive messages, surveys, provide bed capacity updates, facilitate patient tracking, and more.

Audience: Marin County Hospitals, clinics, and SNFs.

Purpose:

- Mass casualty incidents (MCIs)
- Patient tracking
- Facility status updates
- Bed Availability
- Messaging

Users: Web-accessible service provided through a vendor

Drills: Used on a daily basis. MCI Drills take place monthly and are facilitated by Marin County EMS.