



# Intelligent Notification for Healthcare

Medical facilities have expert, caring medical teams that can do wonders with latest in medical technology. Many are known for state-of-the-art care and disease management, and all take great pride in serving surrounding communities. Unfortunately, that care can be stopped cold by interruptions like outages, bomb threats and natural disasters. Intelligent Notification is key in managing such events while preserving resources and protecting lives.

## OTHER USES

**Patient follow-up** – Automate patient follow-up using the recorded-response option to allow patients to describe symptoms and concerns.

**Appointment reminders** – Integrate with scheduling systems to send appointment reminders with responses like confirm, cancel, or reschedule.

**Provider communication** – Quickly notify providers of schedule adjustments, changes to billing codes and procedure guidelines.

**Locate specialized personnel** – Use profiles of employees to alert them when unique or specialized skills are needed.

## CONTAGIOUS DISEASE

**SCENARIO:**  
The health department gets reports of a highly contagious disease outbreak; action must be taken quickly to prevent transmission.

**SOLUTION:**  
The health department uses Intelligent Notification to launch an alert to the CDC. Another alert goes out to hospitals that have reported cases to confirm that proper measures are in place to prevent further spread. Hospitals in the area are alerted with details on symptoms and steps to take if the disease appears. Finally, local media is notified and a press conference is scheduled to inform the public.

## EARTHQUAKE STRIKES

**SCENARIO:**  
An earthquake strikes and thousands are injured; local hospitals must quickly staff up to deal with the influx of patients.

**SOLUTION:**  
Based on scheduling from the various hospital databases, an Intelligent Notification alert goes to just those employees who are not on staff that day. It is repeated until enough staff have responded that they can come and help, then the notification is terminated. Off-duty employees use the bulletin board feature to see if there is still a need over the coming days as the situation gets under control.

## DISASTER OVERWHELMS

**SCENARIO:**  
A major disaster overwhelms a large hospital; they need an immediate bed, staff and supply count to ensure care standards.

**SOLUTION:**  
Using pre-set scheduling features in the Intelligent Notification platform, an alert goes to nurses currently on duty, requesting a count of available beds and supplies. As the nurses report their counts, the system logs responses, updating supply and bed counts as reports roll in. Within minutes the hospital administrators have the information they need. They are then able to contact neighboring hospitals for assistance if necessary.

## INFECTIOUS OUTBREAK

**SCENARIO:**  
A clinic is faced with an infectious disease outbreak; they must tap into their network for additional vaccine supplies.

**SOLUTION:**  
Using Intelligent Notification, an alert is sent to surrounding clinics, requesting supply counts and expiration dates of vaccine stock. As each clinic responds, reports are logged, making it easy for administrators to know when needs are covered. Once enough vaccine is located, two new notifications are launched; one to each clinic telling them that a courier is on the way, the other alerting the courier service to initiate pick up.

For more information or to view our online demo, visit [www.mir3.com](http://www.mir3.com)