

Receiving a ND Health Alert Message

The ND Health Alert Network (HAN) is the call back system used by the state to call health facilities during an exercise, drill, or real event. Your facility may also use ND HAN to do an internal call down drill, exercise, or real event. This document will help you understand what to do in response to receiving an alert message, as well as how to request a HAN Alert.

1. A HAN call from the ND Department of Health will have the following format:
 - a. “This is the North Dakota Health Alert Network with an important message. Press any key on your telephone key pad to continue.”
 - b. **YOUR RESPONSE:** Press any key
 - c. The message will play
 - d. “To confirm receipt of this message press 1, to repeat this message press 2.”
 - e. **YOUR RESPONSE:** Press 1 to confirm (Press 2 to replay – then press 1 to confirm)
 - f. By pressing 1, you tell the system you have received the message. Your response time is recorded and indicates whether you “passed” the communications exercise

2. SWITCHBOARD OPERATORS:
 - a. Please – Follow above action steps **(DO NOT FORWARD OR PUT ALERT CALL ON HOLD)**
 - i. If you do not understand or are unsure of the message of press 2 to repeat it
 - b. Document the message, i.e.
 - i. Time you received the HAN Alert
 - ii. Types of Exercises: Bed Availability, Federal HAvBED Exercise, HAN Assets, VoIP, or Internal
 - iii. REAL EVENT
 - c. Give message to the appropriate person-IMMEDIATELY
 - i. Real Events need **immediate** response
 - ii. Exercises are timed – many facilities fail this part of the event because the message has not been confirmed by pressing ‘1’

3. ISSUES AND GLITCHES
 - a. **DO NOT FORWARD THIS CALL OR PUT THIS CALL ON HOLD**
 - i. Doing so –disables the automatic response feature in the system
 - b. Cell phones with *ring back tones* disable the automatic response feature
 - i. the system interprets the music as if you answered the phone
 - ii. the report will show live answer or answering machine
 - c. Your caller ID may show (701) 328-2000. This is the number for the automated system; do not call it back. If you need assistance, call (701) 328-2270 for the Department of Health Emergency Preparedness and Response Section.

For help please contact:

ND HAN Coordinator: (701) 328-1103
Or Email: han@nd.gov

Requesting a ND Health Alert Message

Your facility may want to request an alert for an internal drill, exercise, or real event. The procedure to request an alert is as follows:

1. Request a HAN message for your facility for exercises and real events by:
 - a. Call the EPR office at (701) 328-2270 (24/7)
 - o Ask for the “Case Manager”
 - o Inform the Case Manager that you are requesting a HAN Alert
 - o Specify whether this is an exercise or real event
2. A HAN Alert after hours (701) 328-2270 (24/7)
 - a. Follow the prompts to reach the NDDoH case manager
 - b. Tell the case manager you wish to schedule an exercise
 - c. The case manager will have the HAN Coordinator or an HPP/PHEP Representative contact you to schedule your event
3. Things to note:
 - a. Be sure your phone numbers are listed correctly
 - b. Do not list a cell phone with a ring back tone
 - o Ring back tones on cell phones cause the message to play before you answer
 - o Ring back tones disable the automated calling mechanism



NORTH DAKOTA
DEPARTMENT *of* HEALTH

For help please contact:

ND HAN Coordinator: (701) 328-1103
Or Email: han@nd.gov