

Health Alert Network: Receiving a HAN Message

The ND Health Alert Network (HAN) is the call-back system used by the State to call health facilities during an exercise (such as Bed Availability, HAN Assets or VoIP) or in a real event. Your facility may also use ND HAN to do an internal call down drill, exercise, or in a real event.

A HAN message from the ND Department of Health will have one or more of the following formats:

- Voice call (with a recorded message)
 - Examples:
 - “This is the North Dakota Health Alert Network with an important message.”
The remainder of the message will play and end without any user interaction
 - “This is the North Dakota Health Alert Network with an important message.”
The remainder of the message will play and ask for user input, i.e. “Will you be able to respond to an event? Press 1 for yes 2 for no.”
- Email with or without attachments
- Text messaging

If receiving the HAN message via phone please note the following:

- **DO NOT FORWARD THE CALL OR PUT THE CALL ON HOLD**
Doing so disables the automatic response feature in the system
- If you receive this call and are not the person who needs the information or who completes this drill, document the information and promptly relay the information to the appropriate person
- If you do not understand or are unsure of the message: press 2 to repeat the message
- Cell phones with ring back tones disable the automatic response feature
 - The system interprets the music as if the phone was answered
- Real events require immediate response
- Exercises or drills are timed, it is important for your facility to respond promptly

Types of Messages:

Health Alerts:	Require immediate action or attention; highest level of importance
Health Advisory:	Provides important information on an incident or situation
Health Update:	Provides updated information regarding an incident or situation
HAN Information:	Provides general public health information

Health Alert Network: Requesting a HAN Message

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

- If requesting a HAN message during regular business hours (8:00am – 5:00pm CST), call the Emergency Preparedness and Response office at (701) 328-2270
 - Ask for the Case Manager
 - Inform the Case Manager that you are requesting a HAN message
 - Specify whether it is a drill, exercise, or real event

- If requesting a HAN message after hours call the Emergency Preparedness and Response office at (701) 328-2270 and follow the prompts to reach the Case Manager
 - The Case Manager will be paged and will return a call to you
 - Inform the Case Manager that you are requesting a HAN message
 - Specify whether it is a drill, exercise, or real event

- Things to note:
 - An accurate call-down list in an excel format will need to be provided in order to contact your employees
 - A call-down list must include the following:
 - First name, last name, email, primary phone, secondary phone
 - If wanting to send messages via text message the cell phone provider needs to be included in the list as well
 - The list is not limited to the above elements, additional information such as individual roles or facility address may be added as well
 - The call-down list can be uploaded into the state system at any time
 - Do not list cell phone numbers with ring back tones
 - Ring back tones cause the message to play before the individual answers
 - Ring back tones disable the automated calling mechanism as the system thinks that the phone has been answered
 - The Caller ID that is displayed is customizable. It can show a specific number or the default to the Department of Health Emergency Preparedness and Response Section number of (701) 328-2270