Meeker, McLeod, Sibley CHS HAN Procedure

The Health Alert Network provides urgent updates about the diseases and other health issues that are circulating in our community. This procedure will ensure that all of the doctors and nurses in our hospital get every one of these messages quickly.

HAN Plan

1. **HAN Contacts**
   Our HAN Contacts are:
   - EP/HAN Coordinator
   - Assigned Support Staff
   - Management Team

2. **Maintain info**
   EP/HAN Coordinators will keep these contacts current on the MDH Workspace at all times.

3. **Business Hours HANS**
   HAN Contacts will ensure that one of them is available every day until close of business to receive and forward HAN messages.

4. **Acknowledgements**
   Once a HAN arrives, LPH HAN contacts will check the MMS CHS Email, if the message is not open then HAN contacts will acknowledge the HAN to MDH via the above e-mail account. Once acknowledged forward through the use of the Code Red Notification System. (See Right)

   - **Health Alerts** will be acknowledged and forwarded in **one hour** (**Call EP Coordinator if not in office**)
   - **Health Advisories** will be acknowledged and forwarded within **24 hours**.

5. **Backup Plan**
   If all of our primary HAN Contacts are out of the office, support staff will ensure that the HAN is acknowledged and forwarded as appropriate.

6. **After-hours**
   We have designated three people as 24/7 Contacts in the MDH Workspace. All of them have added their after-hours phone numbers into Workspace. In the event of an after-hours HAN, they would expect to receive a notification via automated phone call from MDH to those after-hours numbers in addition to a regular email to their work email.

   At that time, one of the contacts would acknowledge the HAN from the MMS CHS email and forward the message using the Code Red Notification System.

Code Red Notification System

1. Retrieve and acknowledge the HAN message from the MMS CHS email.

2. If it has been opened please skip to step 19.

3. Go to the MDH link located within the HAN and save the pdf. This will be uploaded in step 14.

4. Log into Code Red. Go to the Quick Launch box and click **BUILD**.

5. Select the red EMERGENCY radio button and then the green **Continue**

6. In the Select Audience box click on **Contact**

7. On the Contact Screen –double click in the box **Contact Groups.** Hold Ctrl key and click MMS CPC HAN group and MMS HAN Healthcare click **select**- **save and close- done**.

8. This will return you to the Select Audience screen, on the bottom right click on the green button, "**Continue to Messages**"

9. In the Select Message box click "**Create a New Message**"

10. Check the Email and Text boxes

11. Then click "**Create My New Message**"

12. In the Message Builder box click on the email tab copy the original HAN message as follows:
    - Remove the acknowledgement
    - Remove completed actions steps for local and tribal health departments.
    - Forward the email body only

13. Paste into the body of the Email tab. Click "**Save Email**"

14. Click "Upload Attachment" and browse to select the pdf of the HAN Message.

15. Click on the Text tab (or next). Verify subject and enter a message:
    - Subject text should read: New HAN Advisory
    - Body of text should read: 24 Hr resp. Please check email and fwd as needed, include chs@mmspublichealth.org in fwd.

16. When completed click **Continue to Launch Options**

17. Under Launch this scenario **Click Launch Now**

18. Input the launch code and click **Confirm Launch**

19. Forward to LPH contacts

Health Alert Network Overview

Overview

Ebola, H1N1, Anthrax, Measles, and Rhodococcus Equi – what do all of these have in common? Public health has information to help you prevent, diagnose and treat these unusual conditions.

The Health Alert Network (HAN) is a notification system designed to quickly distribute urgent information from public health to thousands of healthcare professionals - doctors, nurses, and other key partners across Minnesota.

We need your help to make it work.

Messages are distributed via a three bounce system - a phone tree without the phones.

Bounce 1: CDC and/or MDH to local and tribal health departments.
Bounce 2: Local and tribal health to hospitals, clinics, emergency management, skilled nursing and others.
Bounce 3: Distribution within organizations to doctors, nurses and others who treat patients.

At each level, additional information may be added to make the message more relevant.

Health Alert Network Procedure

Time is of the essence when a HAN message arrives. Include the following four things in your agency Health Alert Network Procedure:

1. **Identify Incoming Health Alerts**
   Designate 1-3 people to receive health alert messages from your county or tribe. These "HAN contacts" should be able to spot incoming HANs at a glance.
2. **Acknowledge & forward**
   HAN contacts acknowledge each HAN and forward it as directed in the HAN. Acknowledgement procedure varies by jurisdiction – see page 2.
   Health Alerts – please forward within 1 hour
   Health Advisories – please forward within 24 hours

3. **Backup plan**
   Have a plan in place in case the primary HAN Contact is out sick or on vacation.
4. **After-hours**
   Have a plan for those rare messages that arrive during evenings and weekends. Talk to your local or tribal health department contact – find out how they will reach you. Then decide when and how you'll reach key doctors, nurses and others.

Maintain Contact Lists

Notify your local or tribal health department if contact information changes for you or your backups.

Make sure the lists you use when you forward the message are also kept current.

MDH HANs and video

List of recent HANs, fact sheet, and video.

www.health.state.mn.us/han/

Thank you!

You make a difference here, helping to protect the health of all Minnesotans!

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