Healthcare Preparedness Work Group (HCPWG)
Meeting Minutes
August 2, 2018
2:00pm-3:00pm

ATTENDEES: Gay Ann Harvey, Robin Hendry, Joe Hoeflich, Robin Hendry, Karen Jones, Elizabeth Merson, Pat Snyder, Denise Yi

ROUNDTABLE – CAPABILITIES AND RESOURCES DURING AN EMERGENCY - POSTPONED

DIAL MY CALLS (SMALL FACILITIES) – ROBIN HENDRY

- SEE ATTACHED PRESENTATION

LEVERAGING DME PROVIDERS TO CONTACT AT RISK INDIVIDUALS- DENISE YI

PHEP recently reached out to Wallace Home Medical Supplies in San Luis Obispo to see if they were interested in partnering with us to communicate important information to at risk populations during disasters. These populations includes those dependent on wheelchairs, walkers/canes and other DME including oxygen and CPAP machines that may require special considerations during disasters.

Tracking Patients and Residents with Special Needs

Tracking information for patients with special needs is vital to a more coordinated response effort during disasters. It is extremely helpful to know how many patients are in wheelchairs and walkers, have family in the area, can self-transport, are combative, have dementia, etc. This information will help assess the population for preparedness factors and criteria that may affect the ability of residents and patients to evacuate or obtain resources from partners and response personnel. This information will also help us work out what capabilities we need to focus on to partner more effectively with coalition members and response partners.

FUTURE AGENDA ITEMS

Home Health Coordination
Rountable

MEETING ADJOURNED AT 3:00 PM

NEXT MEETING
Home Health partners only
September 6, 2018
2:00PM – 3:00 PM
2180 Johnson Ave, 2nd Fl
Library Conference Rm 214

COUNTY OF SAN LUIS OBISPO

What do you need in an emergency notification system?

- Ability to send out alerts to employees and partners easily and quickly
- Different ways to create a message
  - Voice
  - SMS
  - Email
- Web-based
  - Website
  - App on iPhone, iPad, Android
  - Mobile site
  - Phone In System
- Inexpensive

Analysis

- Everbridge
  - Most of the hospitals and large organizations use Everbridge
  - Works great for mass notification, staffing
  - Has lotz of cool (expensive) features like mapping etc
  - BUT it's costly
- I looked at several low-cost, easy to use systems and found one I really liked
  - DialMyCalls

DialMyCalls Has A Lot To Offer!

Below are just some of the features that make DialMyCalls stand out from the pack.

You Control The Caller ID On Your Broadcast

With DialMyCalls you can control the phone number that appears on the Caller ID - this way all calls look like they are coming directly from you or your organization.

AccurateAMD™ Voicemail Detection

AccurateAMD™ is our proprietary voicemail & answering machine detection. It will ensure that if someone doesn't answer, your message will be left on their voicemail.

Text Message & E-mail Broadcasting

On top of our calling services, we also offer text message (SMS) and email delivery of your messages - E-mail is included for free on all accounts!

Detailed Broadcast Reports

As soon as you send out a blast you'll get a detailed report of what happened on every call. Call reports are also available to download to your computer.

Toll-Free Phone-In System

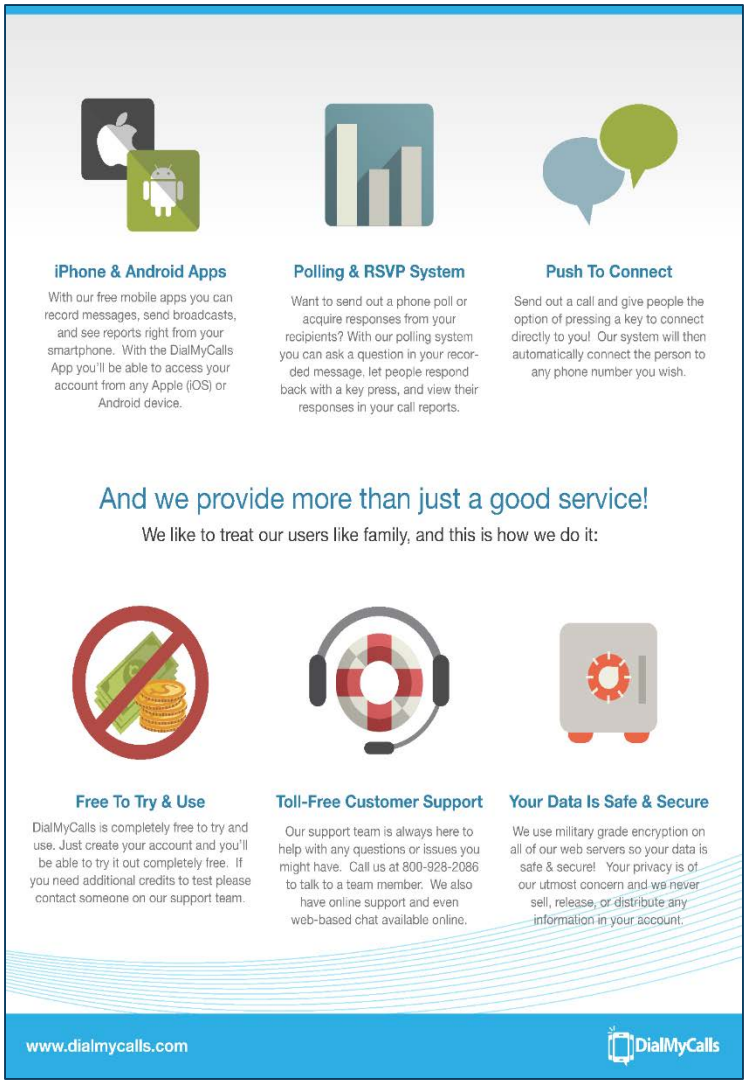
If you need to record messages or send blasts while away from your computer, you can easily access your account from any touch-tone phone.

Call Back / Vanity Numbers

We can provide your organization with a unique local or toll-free number to use as the Caller ID. This way people can call back to hear your message, leave you a message, or opt-out of future calls.

www.dialmycalls.com

DialMyCalls

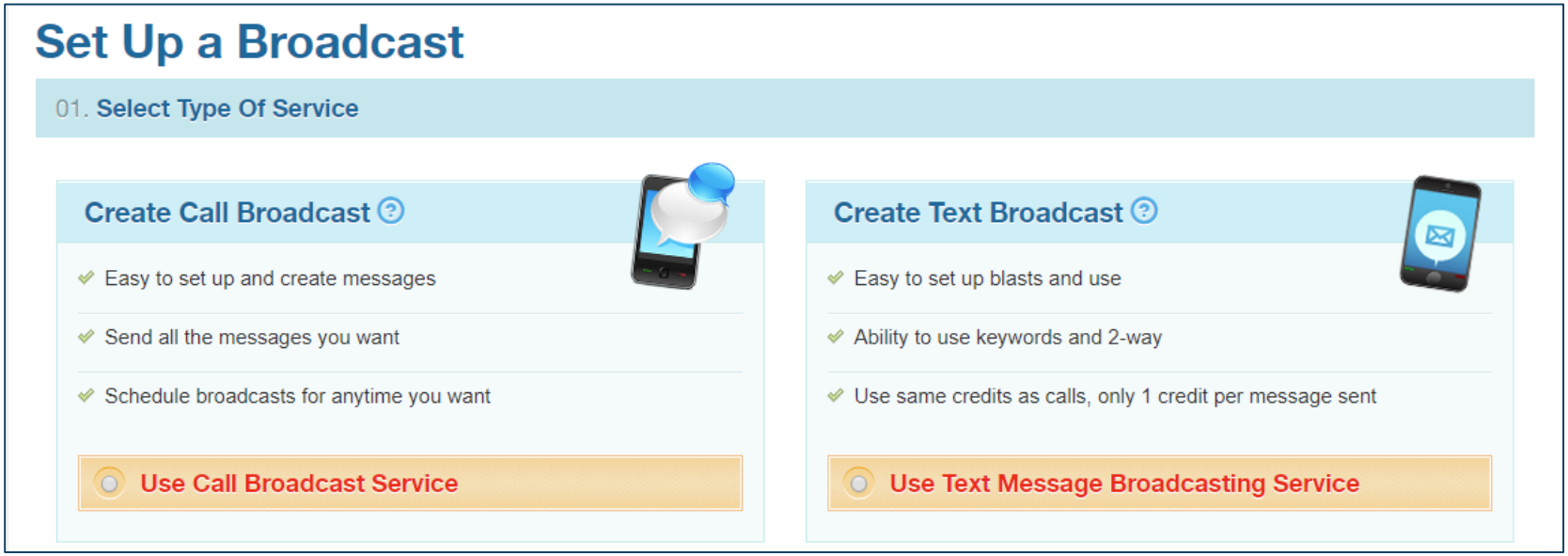

iPhone & Android Apps
With our free mobile apps you can record messages, send broadcasts, and see reports right from your smartphone. With the DialMyCalls App you'll be able to access your account from any Apple (iOS) or Android device.
Polling & RSVP System
Want to send out a phone poll or acquire responses from your recipients? With our polling system you can ask a question in your recorded message, let people respond back with a key press, and view their responses in your call reports.
Push To Connect
Send out a call and give people the option of pressing a key to connect directly to you! Our system will then automatically connect the person to any phone number you wish.
And we provide more than just a good service!
We like to treat our users like family, and this is how we do it:
Free To Try & Use
DialMyCalls is completely free to try and use. Just create your account and you'll be able to try it out completely free. If you need additional credits to test please contact someone on our support team.
Toll-Free Customer Support
Our support team is always here to help with any questions or issues you might have. Call us at 800-928-2086 to talk to a team member. We also have online support and even web-based chat available online.
Your Data Is Safe & Secure
We use military grade encryption on all of our web servers so your data is safe & secure! Your privacy is of our utmost concern and we never sell, release, or distribute any information in your account.
www.dialmycalls.com
DialMyCalls

Staff Notification

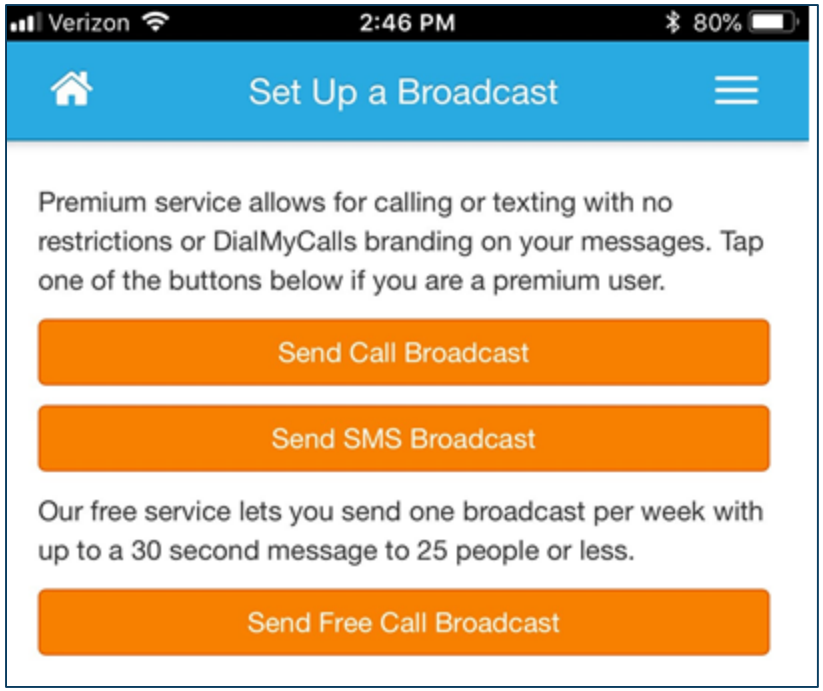
- Employee Notifications
- Event Reminders
- Staffing Notification
- Weather Alerts
- Facility/Workplace Emergency

Demonstration

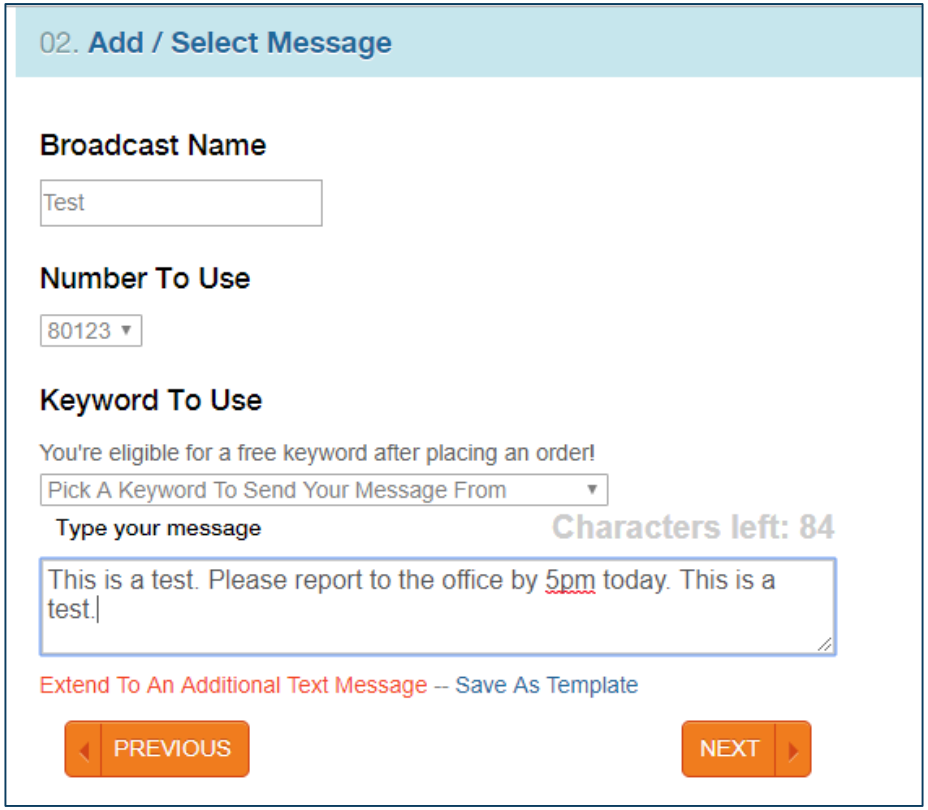
Accessing on a computer go to:
www.dialmycalls.com

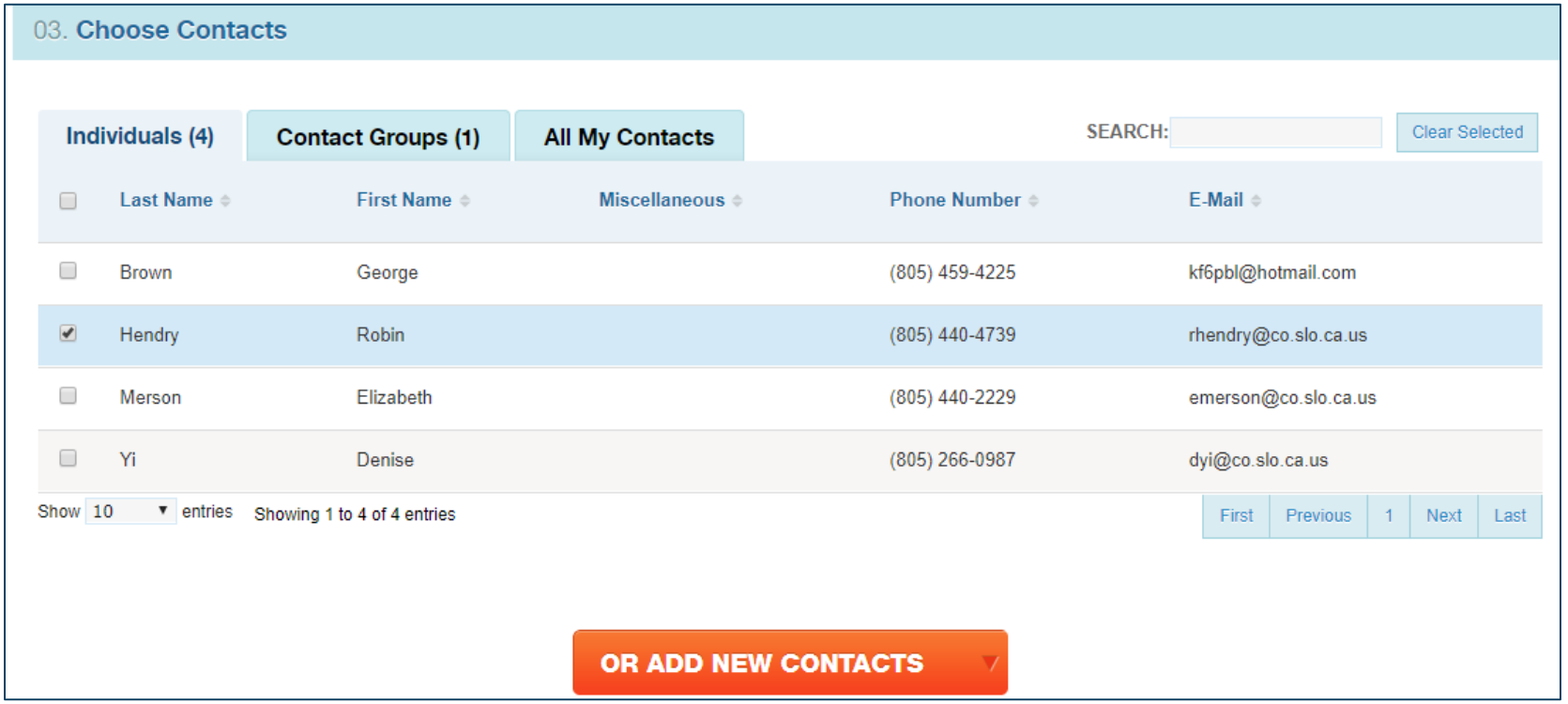


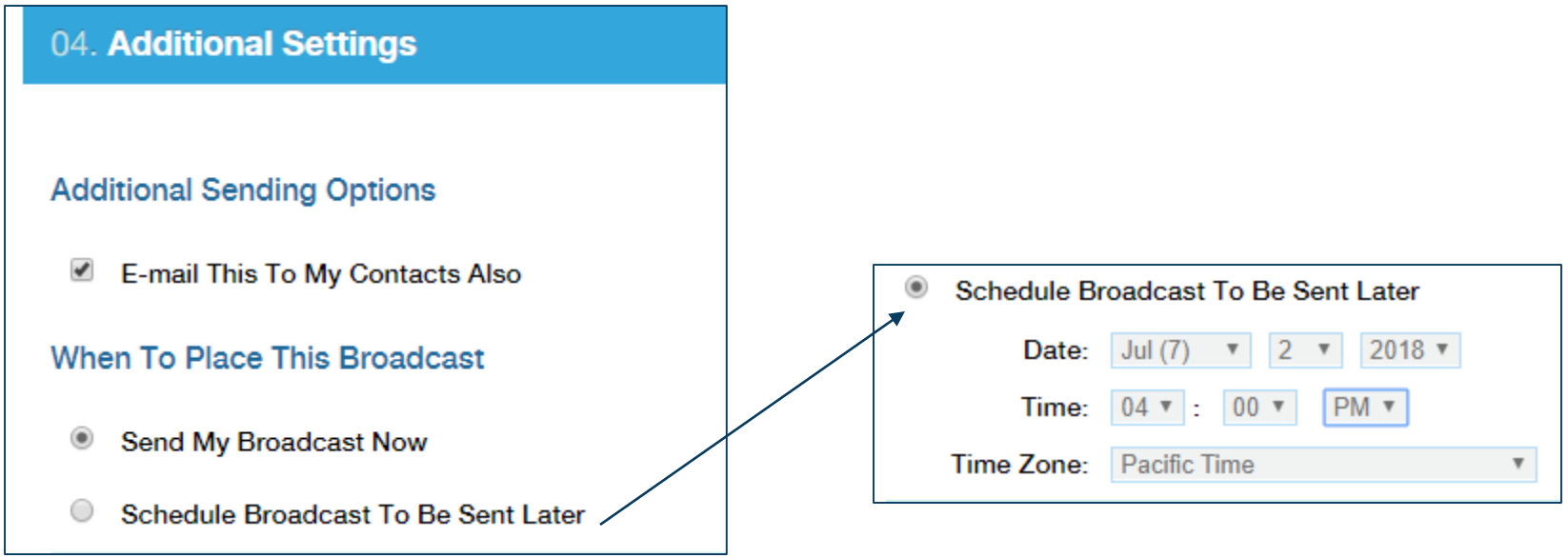
Accessing on a device (iPhone, Android etc)

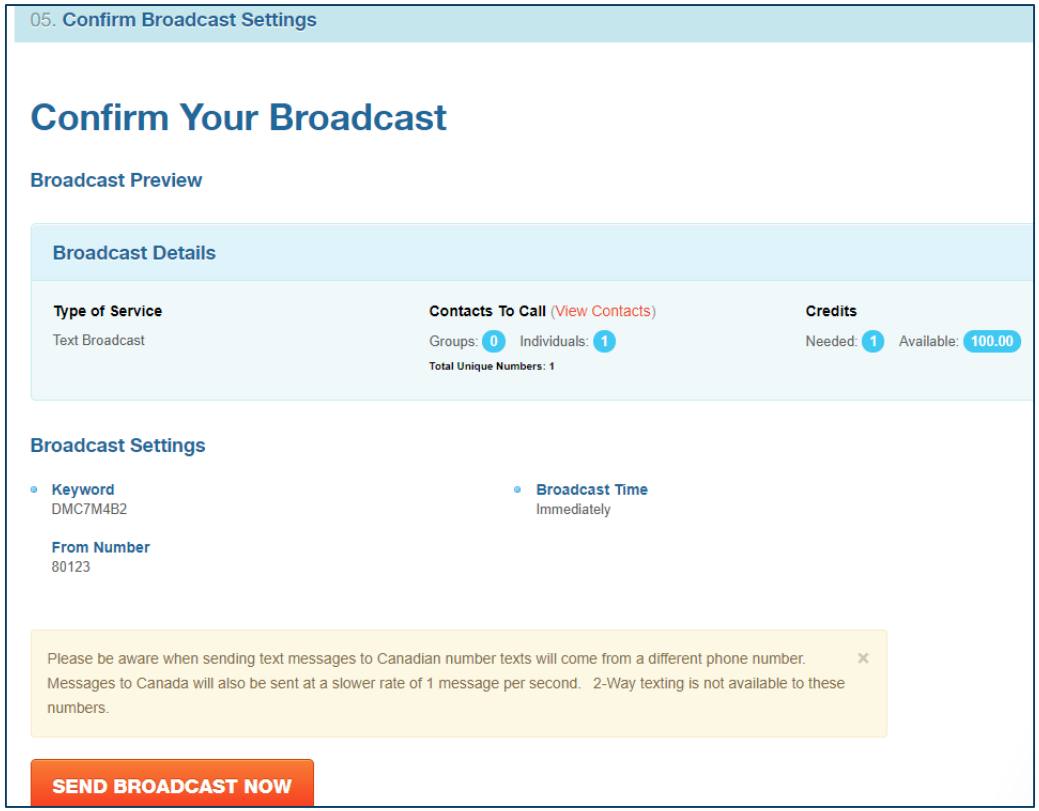


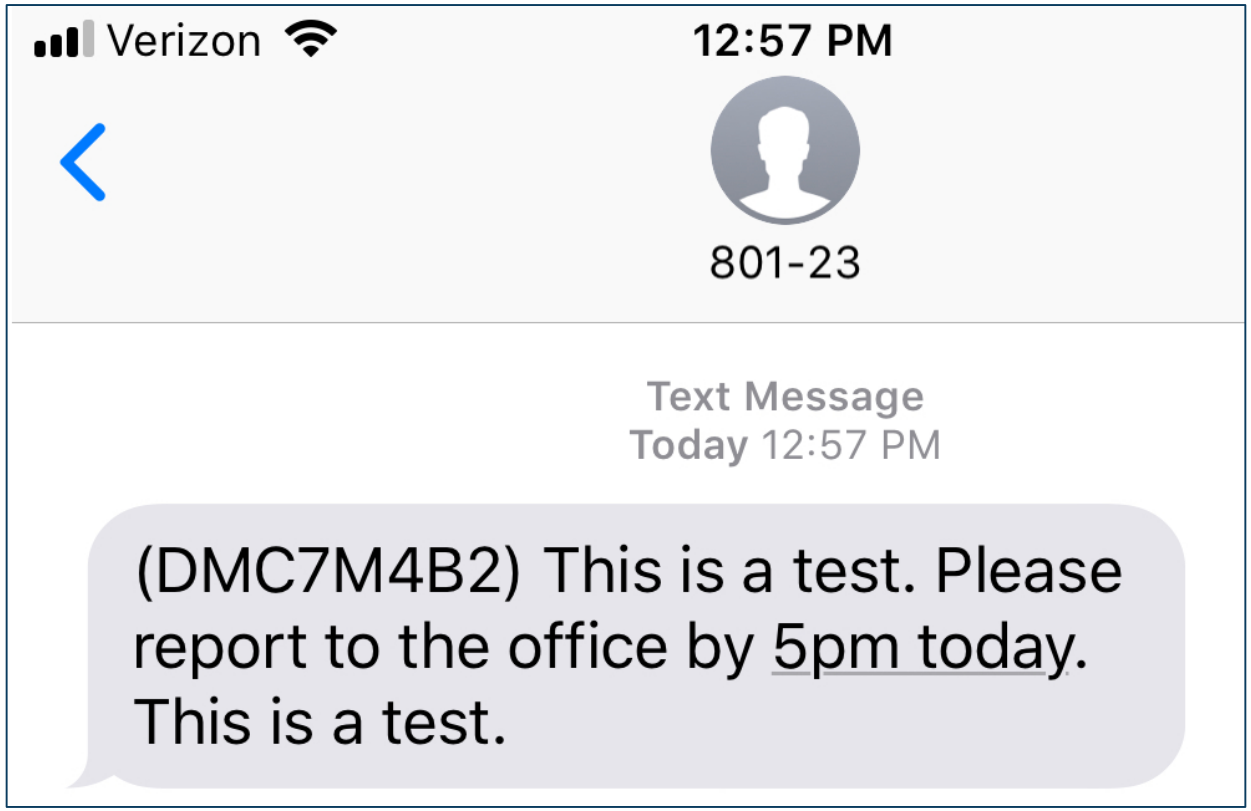
SMS Text


02. Add / Select Message
Broadcast Name
Test
Number To Use
80123
Keyword To Use
You're eligible for a free keyword after placing an order!
Pick A Keyword To Send Your Message From
Type your message
Characters left: 84
This is a test. Please report to the office by 5pm today. This is a test.
Extend To An Additional Text Message -- Save As Template
PREVIOUS
NEXT

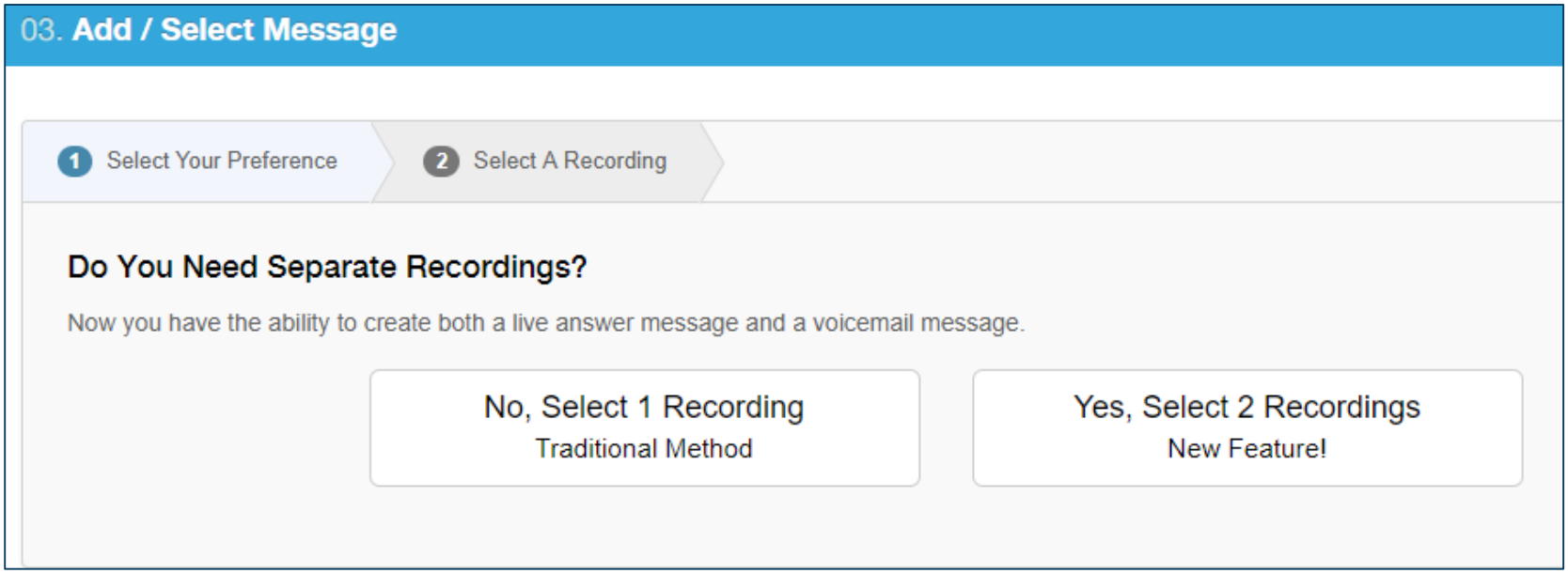

03. Choose Contacts
Individuals (4)
Contact Groups (1)
All My Contacts
SEARCH:
Clear Selected
Last Name
First Name
Miscellaneous
Phone Number
E-Mail
Brown George (805) 459-4225 kf6pbl@hotmail.com
Hendry Robin (805) 440-4739 rhendry@co.slo.ca.us
Merson Elizabeth (805) 440-2229 emerson@co.slo.ca.us
Yi Denise (805) 266-0987 dyi@co.slo.ca.us
Show 10 entries
Showing 1 to 4 of 4 entries
First
Previous
1
Next
Last
OR ADD NEW CONTACTS


04. Additional Settings
Additional Sending Options
E-mail This To My Contacts Also
When To Place This Broadcast
Send My Broadcast Now
Schedule Broadcast To Be Sent Later
Schedule Broadcast To Be Sent Later
Date: Jul (7) 2 2018
Time: 04 : 00 PM
Time Zone: Pacific Time

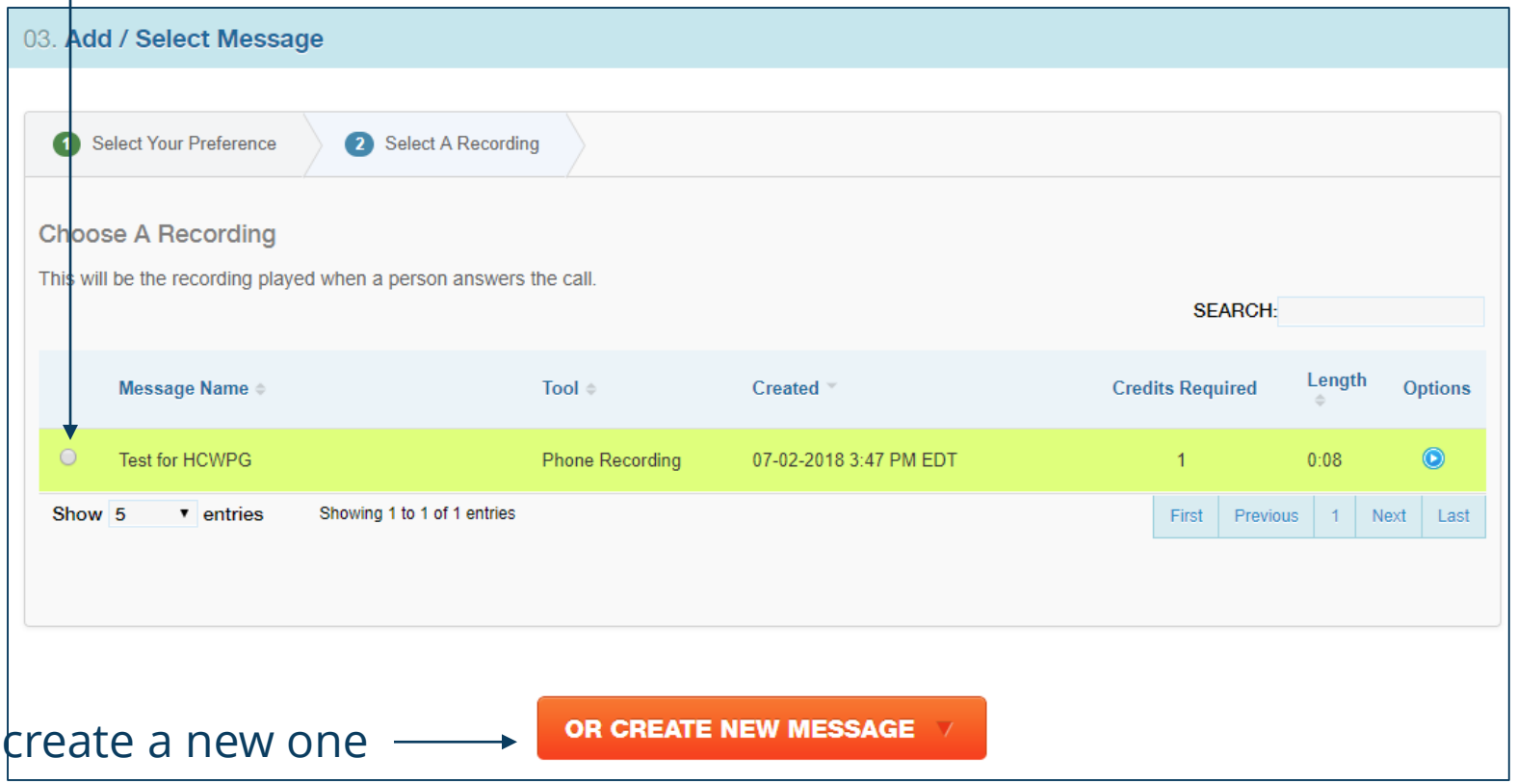

05. Confirm Broadcast Settings
Confirm Your Broadcast
Broadcast Preview
Broadcast Details
Type of Service
Text Broadcast
Contacts To Call (View Contacts)
Groups: 0 Individuals: 1
Total Unique Numbers: 1
Credits
Needed: 1 Available: 100.00
Broadcast Settings
Keyword
DMC7M4B2
From Number
80123
Broadcast Time
Immediately
Please be aware when sending text messages to Canadian number texts will come from a different phone number. Messages to Canada will also be sent at a slower rate of 1 message per second. 2-Way texting is not available to these numbers.
SEND BROADCAST NOW


Verizon
12:57 PM
801-23
Text Message
Today 12:57 PM
(DMC7M4B2) This is a test. Please report to the office by 5pm today. This is a test.

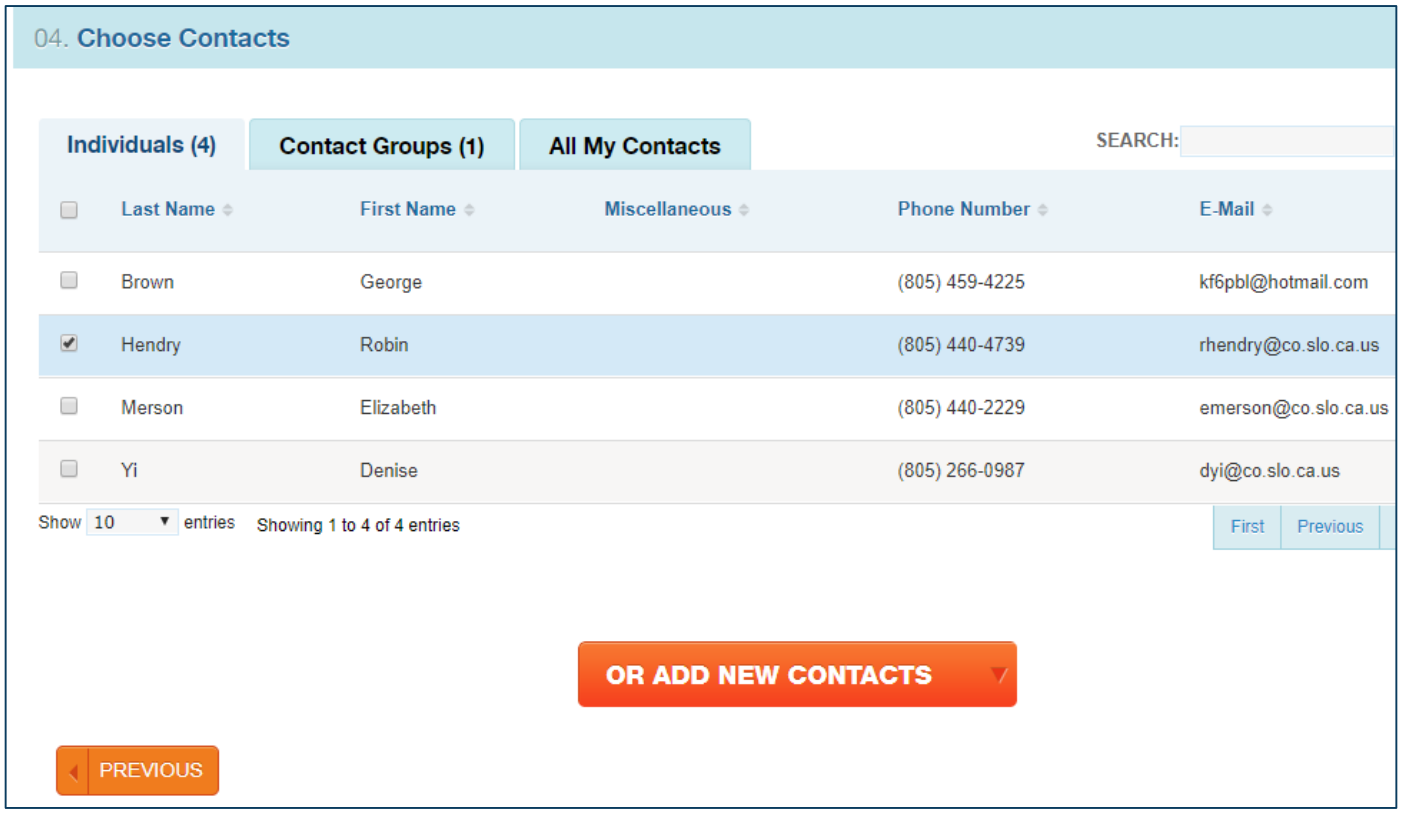
Voice Message

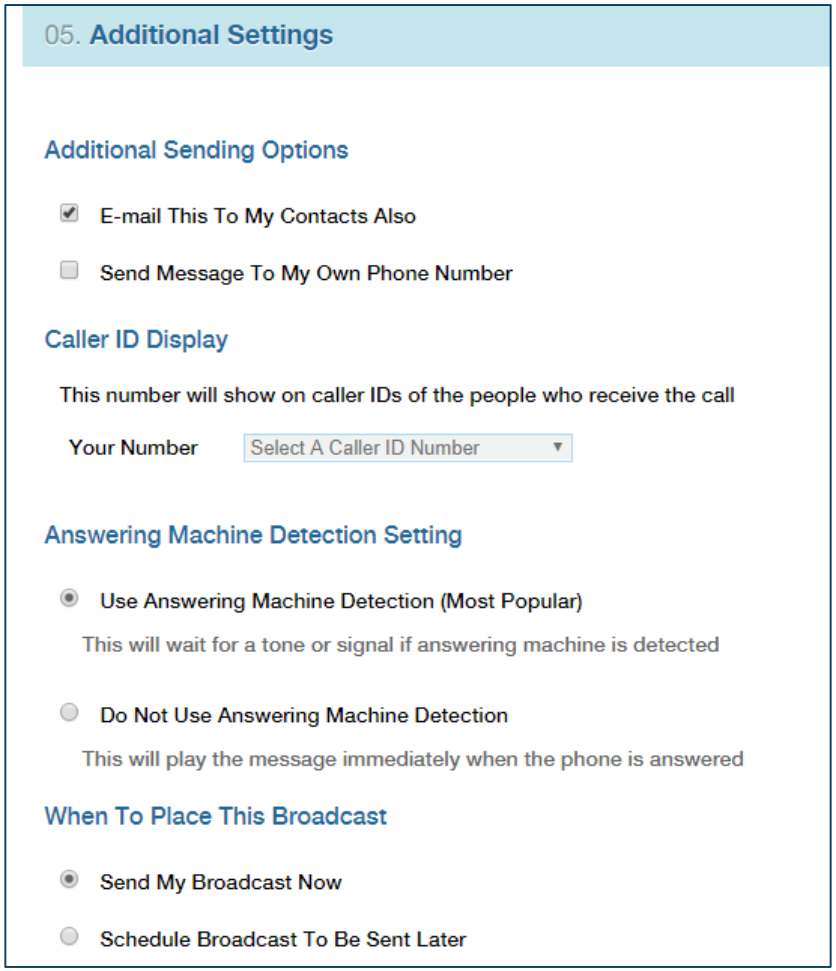


Use an existing voice recording



Or create a new one →


04. Choose Contacts
Individuals (4)
Contact Groups (1)
All My Contacts
SEARCH:
Last Name
First Name
Miscellaneous
Phone Number
E-Mail
Brown
George
(805) 459-4225
kf6pbl@hotmail.com
Hendry
Robin
(805) 440-4739
rhendry@co.slo.ca.us
Merson
Elizabeth
(805) 440-2229
emerson@co.slo.ca.us
Yi
Denise
(805) 266-0987
dyi@co.slo.ca.us
Show 10 entries
Showing 1 to 4 of 4 entries
First
Previous
OR ADD NEW CONTACTS
PREVIOUS


05. Additional Settings
Additional Sending Options
E-mail This To My Contacts Also
Send Message To My Own Phone Number
Caller ID Display
This number will show on caller IDs of the people who receive the call
Your Number
Select A Caller ID Number
Answering Machine Detection Setting
Use Answering Machine Detection (Most Popular)
This will wait for a tone or signal if answering machine is detected
Do Not Use Answering Machine Detection
This will play the message immediately when the phone is answered
When To Place This Broadcast
Send My Broadcast Now
Schedule Broadcast To Be Sent Later

Vendor Contact Information

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  Direct: (561)935-9701
  Email: bcollins@dialmycalls.com

  Several plans are available
  - Pay-As-You-Go Credit Packages
  - Monthly Plans
  - Custom pricing