



## Disaster team races to the rescue



Intelligent, rapid, two-way communication from MIR3 reduces response time for the San Francisco Bay Area DMAT saving lives and property.

### Customer Profile:

DMATs are volunteer disaster medical assistance teams that are on standby to provide emergency care and to enhance local medical capabilities during disasters and devastating events.

### Problem:

Locating and contacting scattered volunteers was taking lots of people working many hours. DMAT CA-6 was looking for a streamlined way to contact all volunteers at once with a way for volunteers to easily respond.

### Solution:

Using Intelligent Notification, coordinators can find and schedule volunteer members in a fraction of the time, no matter where they are when disaster strikes.

### Benefit:

Teams can be mobilized quickly, activities can be coordinated efficiently and information can readily be shared with all responders, resulting in the preservation of lives and property.

### Mobilizing diverse teams requires planning

Many emergency response groups rely on highly trained and skilled volunteers. These volunteers are on standby to provide emergency medical care in case of disasters caused by earthquakes, hurricanes, epidemics, explosions, floods, terrorist attacks and other devastating events. Members need to be quickly called together from far and wide when calamity strikes. Flawless organization and reliable two-way communication are key to mobilizing widespread disaster medical assistance teams.

### The Problem: Reaching first responders quickly

When a forest fire, hurricane or other disaster strikes, San Francisco's Disaster Medical Assistance Team (DMAT CA-6) is responsible for gathering 100 to 150 volunteers to respond to the call for help. In the past, locating and contacting this huge number of scattered volunteers had to be done by 12 regional coordinators. The coordinators would hunt down each team member by phone, fax, text, email and any other available method and alert him or her to the developing situation, and then determine who was available to go to the site. DMAT CA-6 was looking for a streamlined way to contact all their volunteers at once and a way for all volunteers to quickly and easily respond with their availability. Once contacted, DMAT CA-6 needed an efficient way to further instruct the assigned volunteers as to site location and other important details.

### The Solution: Intelligent Notification

Before DMAT CA-6 found a way to automate their emergency alert process, it would take 12 regional coordinators an average of six hours, mostly on the phone, to notify and determine availability of team members. Today, using Intelligent Notification, DMAT CA-6 can find and schedule the required number of medical professionals and support staff in minutes rather than hours, no matter where they are when disaster strikes. Intelligent Notification allows the team to contact volunteers based on the communications method they most prefer, whether that be email, SMS, cell phone or other means. If a volunteer does not respond via one method, the platform tries the next until a response is recorded.



*“The automated response system notified me of the deployment; I confirmed the message and awaited orders, then changed into my uniform and was ready to go.”*

—Alan Roth, RRT-NPS, FAARC,  
CA-6 DMAT member out of  
Santa Clara, CA

### Powerful two-way emergency notification saves time and lives

DMAT administrators can now instantly launch alerts and notifications via Web, email or phone to any number of volunteers across any geographical area.

#### DMAT realizes these benefits with Intelligent Notification:

- **Mobilize teams quickly** – Simply log into the Web interface, send an email or make a phone call to launch a notification.
- **Reach any number of responders simultaneously** – Alerts can be sent to a user’s mobile phone, SMS, landline, email, pager, BlackBerry PIN-to-PIN, fax, TTY or any IP-enabled communication device.
- **Quickly receive actionable responses** – Recipients can respond by voice or by written message, with responses tracked and archived for reporting and auditing.
- **Initiate instant conference calls** – Responders can join by simply pressing a key on their phones to share information, make urgent decisions and coordinate efforts.

#### The bottom line

DMAT teams can now be mobilized quickly, activities can be coordinated efficiently and information can readily be shared with all responders, resulting in the preservation of lives and property.

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