

North Dakota Health Alert Network (NDHAN)

The North Dakota Health Alert Network (NDHAN) serves as a communication network among state and local public health agencies, healthcare providers, hospitals and emergency management officials. Established through a cooperative agreement with the U.S. Centers for Disease Control and Prevention (CDC), the NDHAN is part of the North Dakota Department of Health's Emergency Preparedness and Response program.

Registering with NDHAN

In order to assure that long term care facilities are notified promptly of situations that may impact their operations or necessitate implementation of surge capacity plans, facilities need to register with NDHAN.

Facilities can register up to six telephone numbers, two e-mails and one fax number.

- Phone numbers should be for the purpose of contacting the facility regarding an unfolding emergency
- Possible phone numbers include switchboard operator, nurses station, house supervisor or charge nurse—a phone that is likely to be answered 24/7
- May need to consider a cell phone that is rotated to on-duty charge personnel
- If personal home phones or cell phones are listed, the facility must have a protocol or understanding of what the response roles are and the awareness of who is available and who is not available, i.e. on vacation

NDHAN Messaging

The staff who answers the phones listed on your registration should know how to activate the facility's disaster plans/incident command system.

HAN is an automated call system.

- There may be slight hesitation between when you answer and when the automated message starts, so don't hang up
- The call cannot be answered by another automated system
- The call usually requires that an individual press a key to receive the message and press a key to confirm the message
- An incoming call from HAN cannot be transferred. Attempting to transfer will only disconnect the call.
- If the call goes to voicemail or an answering machine, only the introductory portion of the message will be heard: "This is the ND Health Alert Network with an important message. Press any key to continue."
- When you hear this message on voicemail, you are not connected to the incoming call, so pressing a key at that time will not allow you to hear the main message

As we move forward in our long term care emergency preparedness planning, testing of this system will take place and further information will be provided. The ND Department of Health normally tests this system on a quarterly basis.

Our goal is to have all of our members registered with this system. Please complete the attached form and turn it in at the NDLTCA booth, fax it to NDLTCA at 701-223-0977 or e-mail it to: kris@ndltca.org by September 25. The Association will be following-up with those facilities that have not submitted their information by that date. Thank you.