

RapidSOS Portal: MedicAlert Training

RapidSOS has partnered with the MedicAlert Foundation to provide Emergency Communication Centers with access to life-saving information for those wearing a MedicAlert Medical ID.

What is the MedicAlert Foundation?

MedicAlert Foundation is a non-profit organization that was founded in 1956 by Dr. Marion and Chrissie Collins.

MedicAlert's mission is to protect and save lives by serving as the global information link between members and emergency responders during medical emergencies and other times of need.

For more information, please visit:

<https://www.medicalert.org/>

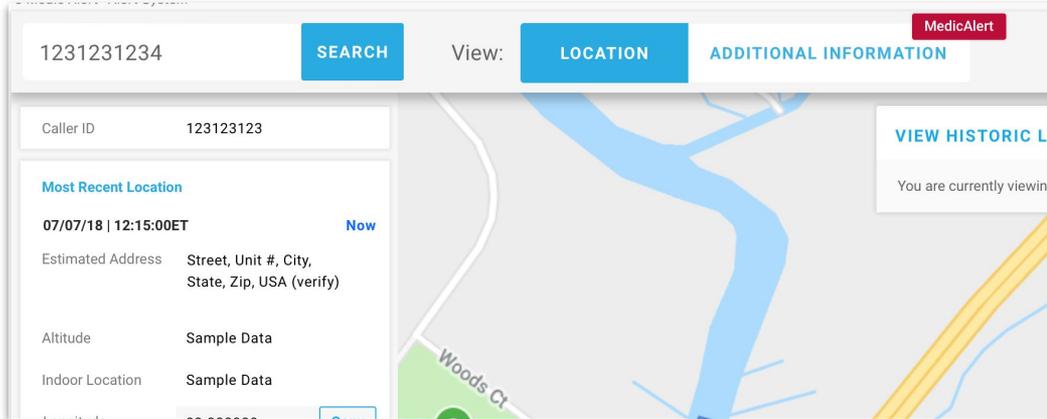


General Information

1. Data is provided by the customers when they purchase their ID and sign up for MedicAlert services. RapidSOS does not manage or maintain the data displayed.
2. MedicAlert information is used to help guide questions and verify symptoms of the patient or party needing emergency services. If the patient is unable to speak, follow agency protocols and provide this data to responders in addition to the symptoms provided by the caller.
3. Follow your agency procedures for entering calls into CAD and document appropriately. This data is to help guide the call taker and provide information on the caller. Based on each particular call, utilize the information as necessary to provide the best service.
4. Data can only be entered if you have a MedicAlert account.

What data will be available for MedicAlert users?

When a 9-1-1 call is received, the telecommunicator queries the 10-digit phone number in RapidSOS Portal. If the Reporting Party (RP) has a MedicAlert ID associated with the phone number, the additional information tab will display “MedicAlert” in red in the upper right corner. This is a notification that there is information in the tab. You can click the additional information tab to display MedicAlert information at anytime during the active 9-1-1 call.



Data that may be available:

- First name
- Last name
- Age
- Gender
- Member ID
- Phone number
- Bracelet engraving
- Last updated date

Telecommunicators should anticipate 3 possible scenarios

1.

Reporting Party (RP)
is wearing the
MedicAlert device.

2.

RP is a bystander,
calling on behalf of
the device wearer.

3.

Phone number
matches multiple
MedicAlert profiles.

RP is the device wearer (part 1)

When you select the additional information tab, you will see the Caller Information and MedicAlert panels with the name, gender and age of the caller.

The yellow, highlighted section asks you to **confirm** that the caller's name matches the name in the MedicAlert panel. If so, click the blue arrow to the right of the MedicAlert ID number to view additional information about this person.

The screenshot displays two side-by-side panels. The left panel, titled 'Caller Information', has a grey header and contains the following data:

Last Updated: 7/7/2019	
Caller Info	
Caller ID	12345678
Caller Name	First & Last Name
Last Known Location	
Longitude	1234567
Latitude	1234567

The right panel, titled 'MedicAlert', has a green header and contains a yellow highlighted section with the text: 'One MedicAlert ID is associated with the current phone number 1234567. Please confirm the patient to view medical information.' Below this, the 'MedicAlert ID: 12345678' is displayed in blue with a blue arrow pointing right. Underneath, the following details are listed:

Name	First & Last name
Gender	Female
Age	24

Tip: Verify caller name matches MedicAlert Name to view more information

RP is the device wearer (part 2)

Once you verify that the caller's name matches the name provided on RapidSOS Portal, click the blue arrow to the right of the MedicAlert ID number to view critical profile information.

MedicAlert

One MedicAlert ID is associated with the current phone number 1234567. Please confirm the patient to view medical information.

MedicAlert ID: 12345678 >

Name	First & Last name
Gender	Female
Age	24

Search MedicAlert ID
Can't find the MedicAlert ID you are looking for?
Please search for MedicAlert ID below.

MedicAlert

ID: 1234567

Device Owner

Name	Jane Han
Gender	Female
Age	24

Critical Information

DNR

Allergic To Aspirin

Pacemaker

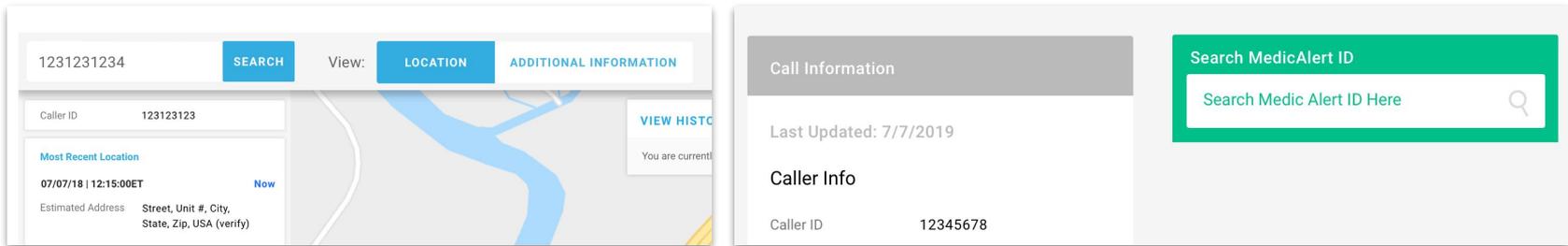
Memory Impairment

Search MedicAlert ID
Can't find the MedicAlert ID you are looking for?
Please search for MedicAlert ID below.

RP is a bystander, calling on behalf of a party wearing a MedicAlert ID bracelet/device (part 1)

Oftentimes the “RP” or caller is rendering aid to someone else experiencing a medical emergency.

When a 9-1-1 call is received, the telecommunicator should query the 10-digit phone number in RapidSOS Portal. Then, ask if the “victim or patient” is wearing a medical ID of any kind. If so, under the Additional Information tab, RapidSOS Portal gives you the ability to query the device number inscribed on the bracelet to obtain information on the patient. In the event no data is returned, there is likely not a MedicAlert device present.



The screenshot displays the RapidSOS Portal interface. On the left, a search bar contains the number 1231231234, with a 'SEARCH' button. Below it, the 'View:' dropdown is set to 'ADDITIONAL INFORMATION'. The main content area shows 'Caller ID: 123123123' and a map. A 'Most Recent Location' section displays the date and time '07/07/18 | 12:15:00ET' and an 'Estimated Address' field with a 'verify' link. On the right, a 'Call Information' section shows 'Last Updated: 7/7/2019' and 'Caller Info' with 'Caller ID: 12345678'. A green 'Search MedicAlert ID' box is overlaid on the right side, containing a search input field with the placeholder text 'Search Medic Alert ID Here' and a magnifying glass icon.

In the Additional Information tab, you will see a “Search MedicAlert ID” search box. Simply enter the device number inscribed on the bracelet.

RP is a bystander, calling on behalf of a party wearing a MedicAlert ID bracelet/device (part 2)

The telecommunicator will see the message highlighted in yellow that the device ID does not match the phone number. If there is information from this device ID, it will be displayed. The data is provided by the device owner based on what they have provided to MedicAlert.

Note: Medical information should not be shared with the caller, it is used to help guide questions and verify symptoms of the patient. If the patient is unable to speak, follow agency protocols and provide this data to responders in addition to the symptoms provided by the caller.

The screenshot shows a web interface for searching MedicAlert IDs. At the top, there is a green header with 'MedicAlert ID' on the left and 'EXIT SEARCH' on the right. Below the header is a search bar containing the ID '08080808' and a magnifying glass icon. A yellow banner below the search bar displays the message: 'MedicAlert ID 08080808 is not associated with the current phone number.' Below the banner, the ID 'ID: 08080808' is displayed in green. Underneath, there is a section for 'Device Owner' with the following details: Name: Jane Han, Gender: Female, Age: 24. At the bottom, there is a section for 'Critical Information' with the following items: DNR, Allergic To Aspirin, Pacemaker, and Memory Impairment.

Device Owner	
Name	Jane Han
Gender	Female
Age	24

Critical Information	
DNR	
Allergic To Aspirin	
Pacemaker	
Memory Impairment	

Caller phone number is associated with multiple MedicAlert ID's

Occasionally you may run across a situation where multiple people in a family, share a phone number and all have MedicAlert ID's. In the event of a 9-1-1 call where multiple ID's match the phone number, always first verbally verify the name of the party requiring emergency services.

When a 9-1-1 call is received, the telecommunicator queries the 10-digit phone number in RapidSOS Portal. If there is a MedicAlert ID associated with the phone number, the additional information tab will display a red "MedicAlert" box in the upper right corner. This is a notification that there is information in the tab. You can click the additional information tab to display MedicAlert information at anytime during the active 9-1-1 call.

The screenshot displays the RapidSOS Portal interface. At the top, there is a search bar containing the number "1231231234" and a blue "SEARCH" button. To the right of the search bar, the text "View:" is followed by two tabs: "LOCATION" (which is currently selected) and "ADDITIONAL INFORMATION". Below the search bar, the "Caller ID" is listed as "123123123". To the right of this information is a "VIEW HISTO" button. The main area of the interface is a map showing a blue river. In the bottom left corner, there is a section titled "Most Recent Location" with a "Now" label. Below this, the "Estimated Address" is shown as "Street, Unit #, City, State, Zip, USA (verify)".

Quick tips

- MedicAlert data is presented or queried in the RapidSOS Portal Additional Data tab.
- If the caller has the ID bracelet, once you verify that the name matches what's displayed in RapidSOS Portal, click the blue arrow to view more information.
- If the caller is calling on behalf of a person with an ID bracelet, you can query the device ID using the MedicAlert search function.
- If there are multiple ID bracelets associated with a phone number, verify the patient's name and click the blue arrow to view more.
- The data is there to help guide your questions but always follow your protocol!