

HEALTH ALERT NETWORK: RECEIVING A HAN MESSAGE

The ND Health Alert Network (HAN) is the call-back system used by the State to call health facilities during an exercise (such as Bed Availability, HAN Assets or VoIP) or in a real event. Your facility may also use ND HAN to do an internal call down drill, exercise, or in a real event.

A HAN message from the ND Department of Health will have one or more of the following formats:

- Voice call (with a recorded message)
 - Examples:
 - “This is the North Dakota Health Alert Network with an important message.”
 - The remainder of the message will play and end without any user interaction.
 - “This is the North Dakota Health Alert Network with an important message.”
 - The remainder of the message will play and ask for user input, i.e. “Will you be able to respond to an event? Press 1 for yes 2 for no.”
- Email with or without attachments
- Text messaging

If receiving the HAN message via telephone, please note the following:

- **DO NOT FORWARD THE CALL OR PUT THE CALL ON HOLD.**
 - Doing so disables the automatic response feature in the system.
- If you receive this call and are not the person who needs the information or who completes this drill, document the information, and promptly relay the information to the appropriate person.
- If you do not understand or are unsure of the message: press 2 to repeat the message.
- Cell phones with ring-back tones disable the automatic response feature.
 - The system interprets the music as if the phone was answered.
- Real events require immediate response.
- Exercises or drills are timed, it is important for your facility to respond promptly.

Types of Messages:

- Health Alerts:** Require immediate action or attention; highest level of importance
- Health Advisory:** Provides important information on an incident or situation
- Health Update:** Provides updated information regarding an incident or situation
- HAN Information:** Provides general public health information

Your facility may want to request a HAN message for an internal drill, exercise, or real event. The procedure to request a message is as follows:

If requesting a HAN message during regular business hours (8:00am – 5:00pm CST),

- Call the Health Resources and Response office at 701-328-2270.
 - Ask for the Case Manager,
 - Inform the Case Manager that you are requesting a HAN message,
 - Specify whether it is a drill, exercise, or real event.

- If requesting a HAN message after hours call the Health Resources and Response office at 701-328-2270 and follow the prompts to reach the Case Manager.
 - The Case Manager will be paged and will return a call to you.
 - Inform the Case Manager that you are requesting a HAN message and
 - Specify whether it is a drill, exercise, or real event.

- Things to note:
 - An accurate call-down list in an excel format will need to be provided in order to contact your employees.
 - A call-down list must include the following:
 - First name, last name, email, primary phone, secondary phone
 - If wanting to send messages via text message the cell phone provider needs to be included in the list as well.
 - The list is not limited to the above elements, additional information such as individual roles or facility address may be added as well.
 - The call-down list can be uploaded into the state system at any time.
 - Do not list cell phone numbers with ring back tones.
 - Ring back tones cause the message to play before the individual answers.
 - Ring back tones disable the automated calling mechanism as the system thinks that the phone has been answered.
 - The Caller ID that is displayed is customizable. It can show a specific number or the default to the Department of Health, Health Resources and Response Section number of 701-328-2270.