

## Visitor and Emergency Management System FAQs

The health, wellbeing, and safety of our patients, staff, and visitors are top of mind at Day Kimball Hospital.

Effective March 1<sup>st</sup>, 2019, DKH's policy will implement MitchellTrac, a visitor management system for visitors, patients and vendors and encourage all staff and patients to enroll with their new visitor and emergency management system.

### What is the new visitor management system?

Day Kimball Healthcare is implementing MitchellTrac, a visitor and emergency management system built on Real-Time Location System (RTLS) technology that enhances patient safety, emergency communication and security.

### How does the emergency management platform work?

The platform allows security officials to utilize what matters most in emergency response: real-time updates. The platform uses RTLS technologies embedded within modern mobile and smart devices to power two-way communication with individuals during an incident or event.

The use of smartphones for incident response and emergency management is based on RTLS, which is used to automatically identify and track the location of objects or people in real-time. It can be thought of as a type of "indoor GPS" for hospitals.

The new systems features a mass notification function which provides quick alerts to hospital personnel along with local law enforcement of possible or pending emergency situations and will allow them to identify, locate, and interact with patients, visitors, and staff during an event.

Smartphones act as a personal location and security device. Using smartphones that send a signal through an existing Wi-Fi connectivity, active emergency messages can go out to mobile users within a facility during an event. Users' locations can be visualized on a map of the facility and reported to operators and responders during an emergency, providing information that's immediate and ensuring effective and streamlined communications throughout the entire process.

### What are the benefits?

The system will add an extra layer of protection at Day Kimball Hospital to keep patients, visitors, and staff safe.

The new visitor and emergency management system will enable Day Kimball Hospital to meet federally mandated regulatory standards for visitor management, security, and emergency communication.

Through RTLS technology, active emergency messages that go out to visitors, patients, staff, and first responders are immediate and informative. This two-way communication tool allows local police and fire department officials to view an event as it unfolds. It also provides hospital personnel the ability to communicate to first responders and family members of patients with real-time information and updates.

### Who exactly will register?

We ask for all visitors and vendors to register. Employees are encouraged to enroll and can do so through their smartphone.

**Why do I need to enroll before I can visit an admitted patient?**

Day Kimball Hospital has put in place a visitor and emergency management system as part of our continual efforts to enhance patient safety and experience.

**Does every visitor that enters the hospital need to enroll?**

Yes, all visitors and vendors must enroll.

**Do I need to sign in as a visitor every time I visit Day Kimball Hospital?**

Those visiting an admitted patient in the inpatient unit and vendors need to sign in every time they visit Day Kimball Hospital.

**How can I enroll as a visitor?**

Upon arrival to the Hospital, if you are visiting an inpatient, or are a vendor, you will be required to sign in as a visitor.

We have provided a few ways to enroll to make it as convenient as possible. You can enroll:

- through your smartphone by connecting to DKH's free Wi-Fi network
- at the self-service check-in kiosks located at the Visitor's Entrance, Main Entrance, or Emergency Department at the Hospital

*(Visitors who do not have a smartphone may sign in at the self-service check-in kiosk)*

*(Vendors will also still need to sign in with Vendormate)*

All visitors' badges will automatically print from the self-service check-in kiosk. Badges must be worn at all times while on Day Kimball Hospital premises.

Volunteers will be stationed in these kiosk areas to assist and answer questions.

**Do other institutions use a system like this?**

Yes. Day Kimball Hospital is not the first to employ a visitor and emergency management system. The use of real-time location systems is on the rise. Many expansive, high-capacity environments, such as school campuses, event venues, and hospitals use a visitor and emergency management system to maintain an effective and thorough security system and a coordinated emergency management plan.

**For questions or concerns, please email [mitchelltrac@daykimball.org](mailto:mitchelltrac@daykimball.org).**