



HAN Resource Manual

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Iowa Health Alert Network

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HAN Help Desk

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I. Acknowledgements

The Iowa Department of Public Health (IDPH) has contracted with Intermedix to obtain certain rights to use the Intermedix Health Alert Network, a proprietary software product owned and licensed by Intermedix, for the purpose of establishing and maintaining the Health Alert Network.

Original funding for this project came from the Centers for Disease Control and Prevention (CDC) Public Health Emergency Preparedness Grant and the Health Resources Services Administration (HRSA) National Bioterrorism Hospital Preparedness Program Grant. Funding is currently from the Centers for Disease Control and Prevention (CDC) Public Health Emergency Preparedness Grant and the Assistant Secretary for Preparedness and Response (ASPR) Hospital Preparedness Program.

II. General Purpose

Communication is vital to the success of any response. The Health Alert Network (HAN) is a system managed by the IDPH through the Center for Disaster Operations and Response (CDOR). The purpose of this Resource Manual is to describe the Iowa Health Alert Network (HAN) and provide procedures for the use of the components of the HAN.

III. Technical Purpose

The Iowa HAN links Iowa's emergency response community and state government officials through a centralized information sharing and emergency notification system. The HAN system includes an internet based messaging and document library system, a radio system and a number of redundant communications modes. This document outlines how the IDPH manages the system and provides procedures and operating instructions for use of the system.

IV. Background / Overview

The HAN is a total communications package managed and administered by IDPH. It includes an Internet based messaging system, document library, radio communications, and redundant communication systems. It is not intended to be a public warning or alerting system. IDPH Chief HAN Officer and other HAN Officers provide administrative support to all users of the HAN.

The HAN is a secure, password protected, web-based system, which can be accessed from any computer or smart phone via the internet. The system provides the ability to receive messages and provides document management capabilities. Iowa's HAN was rolled out the summer of 2004.

A. Users of the HAN System

IDPH has established two levels of HAN Users, Administrative Users and Authorized Users (Collectively referred to as Users).

1. Administrative Users

- a. An Administrative User is defined as a User that has been given administrative rights to the HAN by IDPH. An Administrative User manages the Authorized Users (see definition of Authorized User below).
- b. The IDPH HAN Administrative Users may provide access to 10 Authorized Users at each local public health agency in Iowa, a minimum of one these Authorized Users will be reserved for Environmental Health.
- c. The IDPH HAN Administrative Users may provide access to 10 Authorized Users at each hospital in Iowa one of which is reserved for the "generic" ER Staff user.
- d. The IDPH HAN Administrative Users may provide access to any healthcare coalition contracted with the Department for up to 5 additional users not identified above.
- e. Each of the listed Administrative Users below may provide user access rights to 300 Authorized Users, issue user names and passwords, manage and issue alerts and provide Authorized User access to document library folders. Administrative User rights are issued to the following entities.
 - i. Homeland Security and Emergency Management
 - ii. Iowa Department of Public Safety
 - iii. Safeguard Iowa Partnership

2. Authorized User

- a. An Authorized User is defined as an individual given access rights to the HAN by an Administrative User. Authorized Users must be clearly aligned or associated with the preparedness or response program mission of the Administrative User.
- b. Each Authorized User is responsible for establishing personal and alerting profiles on the system.
- c. Authorized Users are expected to log in at least monthly to confirm the information in their profile and make changes as necessary to ensure timely, efficient, and effective notification during an emergency.
- d. Authorized Users must establish a secure system password. Sharing this password with anyone is prohibited. Refer to the Terms of Service and Privacy Policy for additional information.
- e. IDPH reserves the right to refuse Authorized User access for any individual that is not clearly aligned or associated with a preparedness and response program mission.

No User shall post documents or messages which contain any of the following:

1. Copyrighted material (unless the Administrative or Authorized User owns the copyright or has the owner's permission to post the copyrighted material)
2. Material that infringes on or misappropriates any other intellectual property rights
3. Material that is unrelated to the purposes for which the HAN is to be utilized
4. Material which is sexually explicit, obscene, libelous, defamatory, threatening, harassing, abusive, or otherwise inappropriate or unprofessional
5. Advertising or marketing
6. Material which is used for the purpose of pursuing or obtaining employment

3. HAN Officer

The HAN system is managed by HAN Officers at IDPH. The HAN Officers are available to assist all Administrative or Authorized Users and answer questions about the system. To contact the HAN Officer on call 24/7, call (515) 281-0914 or email HANOfficer@IowaHealthAlert.org.

4. IDPH Responsibility

IDPH assumes no responsibility for documents or messages posted by Administrative or Authorized Users and no responsibility for the activities, omissions, or other conduct of any Users. If notified of a document which allegedly does not conform to the Terms of Service, Privacy Policy, or this Resource Manual, IDPH shall investigate the allegation and determine in its sole discretion whether to remove the document or message. IDPH may also monitor documents and messages at random and shall investigate inappropriate posting, usage, or conduct and determine in its sole discretion whether to remove the document or message. IDPH may also pursue termination of use of the system if any User violates any of the Terms of Service, Privacy Policy or this Resource Manual.

5. Confidentiality

Confidential information may be posted or transmitted via the HAN if authorized by federal or state statute or administrative rule. All Users shall maintain the confidentiality of all confidential information posted or transmitted via the HAN in accordance with federal and state laws. Any document or alert posted to a folder which is accessible only within the agency, shall remain confidential and the posting User will remain the lawful custodian of that record for purposes of Iowa Code chapter 22.

6. Policy and Procedure Violations

The Iowa Department of Public Health may terminate use of the HAN immediately and without penalty if it determines that an any User has violated any of the Terms of Service, Privacy Policy or the HAN Resource Manual, or if it is otherwise in the best interest of IDPH to do so.

V. Using the HAN System

A detailed interactive Help Center is located at the top right of the HAN Home Page. You may view an electronic copy of the User Guide at Documents: Document Library: HAN System on the HAN system. Be aware that the most current information is located in the Help Center.

A. Home Page

When logging in to the system (<https://www.IowaHealthAlert.org>) with your assigned Username and Password, you will be taken to the Home Page. NOTE: You must type the “https” to gain access to the system. Your Home page is a starting point for getting situated in the system and catching up on the activity that happened while you were logged out. It shows the most recent updates and has the tools you need to begin your first task. When logging into the system for the first time, you will be required to accept the Terms of Service and you must change your password (see My Profile below).

The Home Page has the following sections found on the tabs toward the top of the page:

- My Profile
- Messages
- Organizations
- Documents

B. My Profile

a) Identity

To access your identity information, go to My Profile: Identity. To make changes to the information on this page, click the Edit Information button. Edit your information and click Save Changes to update your profile with the new information. The system automatically keeps track of all changes made to your Identity page. To see the changes log, expand the History of Changes section by clicking the triangle to the left of the section title.

b) Contact

To access your contact information, go to My Profile: Contact. To make changes to the information on this page or to provide an additional contact method, click the Edit Information button. Edit your information and click Save Changes to update your profile with the new information. The system automatically keeps track of all changes made to your Contact page. To see the changes log, expand the History of Changes section by clicking the triangle to the left of the section title. NOTE: It is important to enter a four digit PIN to verify identity when receiving a message.

c) Membership

To view which roles you are assigned, go to My Profile: Membership. Messages are sent by role so you should verify that you are assigned to appropriate role(s) for your area(s) of responsibility.

d) Account Settings

To access your account settings page, go to My Profile: Account Settings. On this page, you can change your account status, username, password, and secret question. To change any of these fields, enter the new information and click the Change button in the corresponding section. You must change your password the first time you log into the system. The password must conform to all requirements established by the State of Iowa as described on the Account Settings page.

C. Messages

a) All Inboxes

The Messages tab provides you access to your messages. To access this tab, go to Messages: All Inboxes. All messages are displayed in the table of messages. The attachment icon to the right of the message indicates whether the message has an attachment.

To view an individual message, click its subject line in the table of messages. Use the Actions drop-down menu to perform the following actions on the selected message(s): mark as read, mark as unread, reply, forward or move to trash.

b) General Messages and PHIN Direct

All messages appear under the All Inboxes tab. The General Messages and PHIN Direct tabs allow you to view messages sent via those methods should you choose to do so.

D. Organizations

a) My Organizations

To view which organization(s) you have been assigned, go to Organizations: My Organizations.

E. All Organizations

- a) To view the organizations available on the HAN system, go to Organizations: All Organizations.

F. Documents

The Documents section allows you to share documents with other system users. You can create folders and upload documents to the system for other users to view and download. Note: Your access to folders and files is determined by the permission settings. These settings are controlled by users who created the folders and files.

a) Document Library

To access Document Library, go to Documents: Document Library. To see your current documents, go to Documents: Document Library. The top level folder contains all document folders. To open the folder on a new page, click the folder name. If you want to see the contents of the individual folders without leaving the current page, click the plus icon to the left of the folder's name to expand it. To see the details of a folder or file, click the details icon to the right of the item name.

To create a new folder in the Document Library, follow these steps.

1. Go to Documents: Document Library.
2. Click the link in the upper left corner of the page.
3. Enter the file details in the fields.
4. Click Save to create a folder.

To upload a new file to the Document Library, follow these steps:

1. Go to Documents: Document Library. The following page opens.
2. If you want to upload the file to the existing folder, click the Upload File link to the right of the folder name.
3. In the window that opens, specify the file details:
 - Click the Browse button to select the desired document. You can upload most of the common file types.
 - Specify the filename.
 - Specify the parent folder.
4. Click Create to upload the file.

To download files from the Document Library, follow these steps:

1. Go to Documents: Document Library and open the folder containing the file you want to download. To open the folder, click its name or click the plus icon to see the contents of the folder.
2. Click the file you want to download.
3. Follow browser prompts to open or save the file.

Some documents in the document library may have restricted access. Access is controlled by HAN Administrative Users. Administrative Users of the HAN system have the right to delete any document deemed outdated and/or inappropriate. HAN Administrative Users periodically view the document library to maintain its integrity, structure and organization. All documents posted in the document library must be relevant to public health or emergency preparedness and response.

NOTE: Posting a document or message on the HAN does not satisfy a provider or laboratory's disease reporting requirements under Iowa Code chapter 139A and 641 Iowa Administrative Code chapter 1.

VI. IDPH Administrative User Procedures

A. Adding Users

See IV. Background/Overview section A “Users of the HAN” for additional information about adding Authorized Users or contact the HAN Officer at HANOfficer@IowaHealthAlert.org. The HAN Officer will provide the new user with a user name and initial password. The user is responsible for completing the User Profile and changing the password per the system requirements.

B. Messaging

All messages sent by the IDPH HAN Officer require a completed IDPH HAN Approval Form which can be found in the Document Library at Documents: Document Library: HAN Messages or obtained from the HAN Officer at HANOfficer@IowaHealthAlert.org.

Supporting documentation associated with a message may be posted in Document Library of the HAN. To access, go to Documents: Document Library: HAN Messages.

Messages sent by IDPH on behalf of other agencies or organizations are limited to those with recipients in a healthcare coalition or messages with a state-wide interest. To initiate the process, contact the IDPH Duty Officer at 866-834-9671. The Duty Officer will work with the HAN Officer to compose and distribute the message.

See FAQ for additional information about messaging.

C. CDC Updates / Advisories / Alerts

The IDPH HAN Officer shall notify the IDPH Duty Officer of all Centers for Disease Control and Prevention (CDC) Updates, Advisories, and Alerts to determine the appropriateness of dissemination. All information posted on the HAN system shall be on the form for that purpose which states that the IDPH has received the following information from the CDC and if appropriate, a release of Iowa specific information, instructions, or action recommendations will be released.

D. HAN System Becomes Inoperable

In the event that the HAN system is down, Intermedix will notify the HAN Officer who will notify the IDPH Duty Officer and then notify the HSEMD Duty Officer, DPS Communications Center in Des Moines and the Safeguard Iowa Administrator if appropriate. All persons notified shall again be notified when the system is operational.

E. System Tests and Exercises

Formal tests of the HAN system are routinely conducted by the IDPH. Other tests are done as requested and when maintenance is done on the system to ensure proper operations. All messages sent over the system are tracked, monitored, and recorded to evaluate the operations of the system. Results of HAN tests for grant purposes will be posted on the HAN system at Documents: Document Library: HAN Test Results.

Local entities are encouraged to use the HAN and radio systems for local exercises and for testing purposes. Contact the HAN officer at HANOfficer@IowaHealthAlert.org for assistance.

VII. FAQs

Q1. Does the new HAN system replace the old one?

A. Yes.

Q2. As a user of the current system, will I need to re-enter my information in the new system?

A. Information currently in the HAN is expected to transfer; you are urged to confirm that all the information is correct when you first log in to the new system. In addition, you will be required to acknowledge that you have read and understand the terms of service, privacy policy, and the IDPH HAN Resource Manual.

Q3. How do we request to have new users added to the HAN?

A. To request access and registration information, send an email to HANOfficer@IowaHealthAlert.org. All new user requests will be submitted according to the Iowa HAN Resource Manual (IV. Background/Overview section A-Users of the HAN)

Q4. How do I change or update the information in my profile?

A. Once a new user has completed the registration process, you will be able to log in to your account using your username and password to update your account information. Current users may update profile information at any time by logging into the system.

Q5. Are there password requirements for the new system?

A. Yes. Instructions for creating a “strong” password which meets IDPH requirements will be given when you create or change your password. Current users will be prompted to change their password when logging into the new system the first time.

Q6. What are the categories of Health Alert messages?

A. Health Alert: Conveys the highest level of importance and warrants immediate action or attention. This was formerly called a “High Level” alert.

Health Advisory: Provides important information for a specific incident or situation and may not require immediate action or attention. This was formerly called a “Medium Level” alert.

Health Update: Provides updated information regarding an incident or situation and is unlikely to require immediate action. This was formerly called a “Low Level” alert.

Health Information: Provides general health information which is not considered to be of an emergent nature. This was formerly called an “Email Only” alert.

Q7. Can I choose how I want to receive information for the different categories of messages?

A. No. The sender of the message chooses the category of the message which then triggers the device(s) that will receive the e-mail. The devices are email, text message, or phone.

Q8. How is it determined which device(s) is used to receive the information?

A. The sender of the information, in consultation with the HAN Officer, will determine the category of the message and the following criteria will be used:

Health Alert: email, phone, and text message

Health Advisory: email, phone, and text message

Health Update: email

Health Information: email

Q9. How do I obtain help in navigating the new system?

A. When you are logged in to the HAN, you will find a “Help Center” at the top right of the page. The Help Center provides Online Help, Video Help and Quick Reference Guides.

Q10. If I already responded to an alert that I received, do I still need to respond through my Messages Inbox on the HAN site?

A. No.

Q11. Who can see my personal information?

A. You can see your own information and manage your own account. The system administrator can also see your information but it is not viewable by others.

Q12. What is the URL for the new system?

A. The URL is <https://www.IowaHealthAlert.org>. If you experience problems accessing the site from your favorites, you may need to type the URL and resave it in your favorites.

Q13. Who do I contact if I have questions using the new HAN system?

A. Go to the “Help Center” at the top right of the HAN screen to see if your question is addressed there. If it is not, select the “Contact Us” link at the bottom of the screen or email HANOfficer@IowaHealthAlert.org. If the issue needs to be resolved quickly, you may call the HAN Officer at (515) 281-0914.