

Help Us Help You

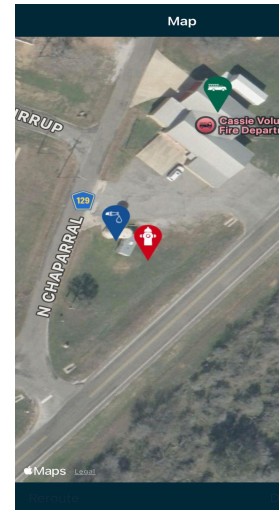


Access issues can create critical time delays in providing emergency medical care and potentially cause costly damage if we have to force entry into the home as a last resort to help you or your loved one.

We currently use Active911 to view detailed information and allows us to add alerts for your home. We are able to see an icon on your residence similar to this picture with information only visible to the responders.

These alerts can include, but are not limited to:

- Hidden key location
- Garage door/gate codes
- Neighbor(s) with a key and their contact information
- Emergency contact information if this is not your primary home
- Specialty medical issues such as:**
 - Oxygen/Ventilator dependent
 - LVAD or other medical devices
 - ASD or other communication considerations



Medical Notes:

We cannot access your medical apps, i.e. MyChart, or access locked safes for documents during an emergency. It is strongly advised to have an updated list of your medications/allergies/diagnoses and any advanced directive/DNR documents easily accessible and visible to responders.

In order to keep information confidential, please email alert requests with the following information to **mfooster@cassievfd.com**

- Name and address
- Alert item with details on key location/code, medical alert concern, etc.

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