



VERDUGO FIRE COMMUNICATIONS

GPS MEDICAL ALARMS

05-01-15

Alarm companies that provide medical alarm services are now offering these services via GPS enabled devices (pseudo-cellphones.) They are touting this service as being able “summon help anywhere you are”, “live the active lifestyle” and for those without landline service. The subscriber carries a small transmitter about them, in their pocket, lanyard, or watchband, etc. When the device is activated, the alarm center receives the alert along with the subscriber’s current latitude and longitude (e.g. WPH2.) These devices work like cellphones, via general cellular networks (T-mobile, ATT, Verizon.) When the alarm center receives the alert, they can now verbally communicate through the device with their subscriber and ascertain their location and their needs.

When the alarm center is not able to communicate with their subscriber, they will call the appropriate fire and/or EMS agency (based on LAT/LON) and report a “GPS” medical alarm. The location they will give is simply the LAT/LON coordinate (in decimal/degree format) received from the subscriber. The LAT/LON are points based on the surface of the earth and will not take into consideration if the subscriber may be below or above ground level.

Procedure for Processing GPS MEDALR’s

Upon receipt of a GPS MEDALR:

All questions and procedures, as applicable, regarding MEDALR processing shall remain the same. The following shall apply to the response location:

1. Request the subscribers home address and verify the location.
2. Enter the LAT/LON location given by the alarm center into Google maps: www.maps.google.com to ascertain subscriber’s location (see FIG 1 below.) Google maps shall be the Verdugo benchmark in ascertaining locations via LAT/LON.
3. Cross reference the subscriber’s home address with the LAT/LON location.
4. If the subscribers home address coincides with the LAT/LON location (or they are in close proximity to each other), enter an incident at the subscribers address.
5. If the LAT/LON location is not at the subscribers address, enter an incident based on the street address location closest to the LAT/LON, with any additional location information that is gleaned from Google maps, e.g. land marks, stores, parks, restaurants, etc.
6. Should the LAT/LON location be at a high occupancy, transient location (e.g. malls, schools, airport, etc.) notify occupancy security to assist in locating the subscriber.

FIG 1

