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Berwyn Residents Encouraged to Share Critical Health Data with 9-1-1

Berwyn, Illinois – March 4, 2022

Berwyn residents can now create a free Emergency Health Profile at emergencyprofile.org to share opt-in medical information with the City of Berwyn's Emergency Communications Center in the event of an emergency. Emergency technology company RapidSOS teamed up with the American Heart Association, the American Red Cross, and Direct Relief to launch this initiative to help first responders get vital information in an emergency.

The nation's 9-1-1 infrastructure was built in the 1960s for landline phones, requiring individuals to verbally speak critical data to responders in an emergency. To address this challenge, RapidSOS's emergency response data platform links real-time health and location information from connected devices, apps, and profiles with 9-1-1. This helps provide context beyond what the caller in crisis is able to convey. This data helps Berwyn's Emergency Communications Center accelerate responses and provides first responders with life-saving information. Berwyn's telecommunicators use the RapidSOS Portal to access accurate location and additional life-saving information when responding to 9-1-1 calls.

"By creating an Emergency Health Profile, you are ensuring that information about your medical condition is being relayed to first responders, even if you are in an emergency situation that prevents you from being able to speak," said Wayne Sedore, the City of Berwyn's Manager of Emergency Communications. "Additionally, this information is tied to your cell phone and can be seen by any 9-1-1 center that partners with RapidSOS, so even if you're away from home, that crucial information will still be available."

People can create their free RapidSOS Ready Emergency Health Profile at emergencyprofile.org and enter pertinent medical and profile information, such as:

- Name, date of birth, and address
- Pre-existing conditions
- Allergies
- Medical notes / special needs
- Emergency contacts

"Our 9-1-1 agencies and first responders do incredible work every day to keep our communities safe," said RapidSOS Senior Director of Public Safety Karin Marquez. "We hope that the Emergency Health Profile will provide Berwyn's telecommunicators and first responders with another tool to help them respond quickly and with appropriate care."

To ensure data privacy, information is associated with an individual's phone number and is made available to first responders only when a 9-1-1 call is placed from the associated phone number. To learn more and create a free emergency profile, visit www.emergencyprofile.org.

About The City of Berwyn's Emergency Communications Unit

Berwyn's 9-1-1 Center is staffed by 18 telecommunicators, and processed over 100,000 emergency and non-emergency phone calls in 2021. The center is staffed 24/7 and processes police, fire and medical calls for service within the City of Berwyn.

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