

Section 8.19: RapidSOS Portal

To assist with the location of patients, Texas A&M EMS has access to a software called RapidSOS, which is real-time tracking of any active 911 request for service.

To access RapidSOS:

1. On the secondary computer, open a web browser and navigate to rapidsosportal.com/login.
2. There is a sticky note on the secondary computer with the login information.

To use RapidSOS during a call:

1. Obtain first three question information and dispatch the crew, as normal.
 - a. RapidSOS should be used as a supplemental tool and **should not** delay tone out. This tool should be used post-dispatch to determine patient location as necessary.
2. Type the caller's 10-digit phone number into the box that says, "Search for Phone Number" and click "Search".
3. The caller's location should appear on the map. RapidSOS has Google Maps integrated with street view, which can be used to get a look at the surroundings near the patient's location. It will also give coordinates and an approximate address which can be used in the tone-out in the event the caller does not know their location.
 - a. If there is any information under the "Additional Data" tab, it should be documented in Trip Notes while the crew is still en route so that is available to the crew before they make patient contact. This information should **not** be relayed over the radio.
4. Upon completion of request for service, document utilization of RapidSOS in Trip Notes

RapidSOS only works when there is an active 911 call that has been received on UEMS-1 or UEMS-2. It will not work for requests for service over the business line, as they are not 911.

Not all phones are able to transmit data to RapidSOS, even if the call originated as 911. In these cases, the inputted phone number will not be found, and all location should be determined via caller information or ANIALI.

To ensure caller privacy, dispatchers are required to clear all data once the crew has made patient contact. This is done by clicking the red "Clear All Data" button of the RapidSOS window.