New System Map

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An emergency rescue procedure system is a comprehensive framework designed to guide and govern the organized response of emergency personnel during crises. This system entails a structured series of steps, communication protocols, and resource allocations aimed at efficiently addressing various emergencies.

Legends:

- Governmental Agencies
- Healthcare Administrators
- Main Actions
- Outbreak of the Accident
- Emergency communications system
- Workshop
- Educational platform
- Healthcare information exchange
- Design point

Disaster Occurs

Disaster Reduction Office

Receives and analyzes the situation, then determines the level of the ongoing disaster.

Below Level I

Reached Level I

The Director of the Municipal Disaster Reduction Office

Confirms the emergency response level.

The Committee of the Municipal Disaster Reduction Office

Coordinate with the Municipal Party Committee and government decisions, confirm the **emergency response Level I**.

Activate Emergency Response

Coordinate with city-level natural disaster relief.

Governmental Agencies

- City Civil Affairs Bureau — Guiding **social organizations, volunteers,** and other societal forces to participate in disaster relief efforts.
- Local government — 1.Establish a district-level disaster relief command center, which is responsible for the relocation and resettlement of affected individuals and ensuring their basic living needs.; 2.Organize assessments, verify the relocation and resettlement of affected individuals, and determine basic losses. Compile and report the information.
- City Development and Reform Commission — Allocate city-level emergency relief funds and materials, coordinate and supervise the implementation of emergency measures in disaster-affected areas, and oversee the distribution of relief funds and goods.
- City Emergency Management Bureau — Allocate city-level emergency relief funds and materials, coordinate and supervise the implementation of emergency measures in disaster-affected areas, and oversee the distribution of relief funds and goods.
- City Natural Resources Bureau — Prepare geographic data for affected areas, support disaster relief, emergency mapping, monitor disasters, and provide mapping support services.
- City Finance Bureau — Timely allocate city-level natural disaster relief funds, and apply for more disaster funds if necessary.
- City Telecommunications Management Bureau — Organize basic telecommunications recovery and emergency communication support.
- City Ecology and Environment Bureau — Timely monitor environmental pollution or changes caused by disasters.
- City Industry and Information Technology Bureau — Coordinate and organize the production and supply of disaster relief equipment, protective and disinfection materials, medical supplies, and other essential items.
- City Science and Technology Innovation Commission — Leverage advanced technological solutions to enhance disaster preparedness, response, and recovery efforts. This involves the integration of cutting-edge technologies such as remote sensing, data analytics, and artificial intelligence to improve early warning systems, assess damage rapidly, and facilitate efficient resource allocation.
- City Housing and Construction Bureau — Guide post-disaster safety emergency assessments for housing construction and municipal infrastructure projects.
- City Water Affairs Bureau — Guide the repair of water conservancy projects in the disaster-affected area and coordinate the supply of emergency urban water supply work in the water industry.
- City Committee Propaganda Department — Guide efforts in news publicity and public opinion guidance.
- City Red Cross Society — Initiate disaster relief fundraising activities and participate in disaster relief efforts.
- City Commerce Bureau — Coordinate and organize key chain supermarkets to ensure the stable supply of essential goods in the market.
- City Police Preparedness Zone — Coordinate and organize key armed police, firefighting units, and reserve forces to participate in disaster relief. When necessary, assist in transportation and distribution of disaster-relief supplies.
- City Public Security Bureau — Strengthen emergency management of public security and road traffic in disaster-affected areas, and organize the urgent relocation of individuals in the affected areas.
- City Disaster Reduction Committee — Municipal Disaster Reduction Committee Director leads a meeting to decide on major issues in response to the crisis situation, and implement support measures for the affected areas.
- City Health Commission — Medical institutions within the area will guide the disaster-affected areas in implementing measures for disease prevention and control, as well as psychological support.
- All other relevant departments — Coordinate and organize the production and supply of disaster relief equipment, protective and disinfection materials, medical supplies, and other essential items.

City Health Commission

Hospital Administrators

Situational judgment

Exchange crucial information regarding emergencies, available resources, and patient care needs.

Activate the emergency plan and Command Center

Real-time alerts and notifications

Rapidly disseminate urgent alerts and information regarding imminent or ongoing emergency situations to medical staff and emergency response teams.

Alerts and notifications

- Risk type
- Risk level
- Hidden damage

Personnel and resources allocation

1. Information feedback
2. Issue report

1.The Emergency Command Center allocates personnel and resources according to the emergency plan

2.**Real-time update** of resources and information through the platform

Feed-back loop

All employees can use this platform to provide real-time feedback on their work progress, as well as any problems or new requirements they encounter.

All department personnel receive instructions

- Decision-making information
- Resource information
- Resource accessibility
- Resource allocation

Operational deployment

Role-based messaging

Allows targeted communication based on roles or responsibilities within the healthcare institution, ensuring that relevant information reaches the appropriate personnel.

Real-time traceability

The platform provides the possibility to track the availability and distribution of critical resources (such as medical supplies, beds, and personnel) during emergency situations.

Take appropriate rescue actions

- On-site inspection
- Situation assessment
- Coordination of information and resources with relevant departments
- Rescue
- Evacuation of personnel, evacuation
- Feedback on messaging

Apply for Support

Quickly find information on relief materials and make support requests through the platform

Expand the scope of emergency response

Control the development of the situation

Conclude the emergency response process

- Clean up the accident scene
- Lift on-site alert and blockade
- Conduct follow-up cleanup

Investigation and Recovery

- Investigate the causes of the incident
- Resume Production Activities

Emergent report

Allow residents to report situations to government departments through the platform when encountering sudden natural disasters not monitored by government departments

- Clear alerts
- Weather Updates
- Emergency Shelter Information
- Evacuation Orders and Routes
- Safety Guidelines
- Local Resources
- Utility Disruptions
- Search and Rescue Operations
- Emergency Contacts
- Road Conditions and Closures
- Communication Channels

Emergency information dissemination

The government communicates urgent information to residents through the platform, enabling them to respond quickly and facilitating easy access to healthcare facilities and services.

Citizens

Fill out personal health information

Establishment of an electronic archive

Self health records

Residents use the platform to create their own personal profiles, recording their health, past medical history, allergies and other information.

Content verification

Add necessary supporting documents, such as past prescriptions or diagnostic reports from doctors.

Updating Personal Information

Encountering health problems

Appointment

Medications/ healthcare advice

Go to community health center

Telehealth consultations

Online healthcare consultation

Offer remote consultations with healthcare professionals, allowing for healthcare advice online. If necessary, the user can also make an appointment with a community hospital on the platform.

E.H.R

Interact with E.H.R

With the cooperation of the residents, it facilitates the timely updating of their E.H.R so that community healthcare providers can keep track of the health status of the local population and prepare in advance for possible risks.

Healthcare tips

- First-aid tips
- Daily protective tips
- Healthcare policies
- Healthcare events

Health Education

Provide educational material on various health topics and how they intersect with climate change, tailored to user preferences.

Push notification/ alerts

Inclusive Notifications

Send out alerts for health emergencies, environmental hazards, and important reminders for vaccinations or health checks via different ways.

Information and resources sharing

Chat/Community

Community Forum

Create a space for users to discuss health concerns, share experiences, and offer peer support.

- Experience sharing
- Healthcare resource sharing
- OTC medication sharing
- Healthcare consumables sharing

Community Health Organizations

Compile advanced management and response experiences in natural disasters into targeted response guides, provided to local healthcare providers, offering them guidance for addressing climate challenges.

Develop educational contents

Through analysis of official reports detailing the hospital's response procedure of emergencies, point out areas of strength and opportunities for improvement.

Lesson learnt after emergencies

Provide information on activities and continuous updating of climate and health-related knowledge through the public platform

Organizing workshops

Workshops and Training Programs

Organize activities to help residents improve their awareness of climate change, personal protection abilities, first aid skills, and other health-related capabilities.

Survey Conducting

Understand the level of people's awareness of climate change and healthcare, and attract their attention to this issue.

Questionnaires collection

Healthcare Education

Offer structured educational content on health and climate change, including articles, research papers, and educational videos on health and climate topics.

Launch of Education Public Articles