


Standard Operating Policy & Procedure		
A-037	Government Emergency Telecommunications Service (GETS)	
Scope: Medical Campus		
Effective Date: 06/01/2011		Supersedes Policy: N/A
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 <small>UNIVERSITY OF MIAMI HEALTH SYSTEM</small>	<small>UNIVERSITY OF MIAMI</small> MILLER SCHOOL of MEDICINE	Public Safety Department 1051 NW 14th Street, Suite 145 Miami, FL 33136 (305) 243-7233

Purpose

To outline administration of the Government Emergency Telecommunications Service (GETS) for the Medical Campus.

Policy

During emergencies landline telephone networks can experience congestion due to increased call volumes and/or damage to network facilities, affecting the ability of emergency personnel to make emergency calls. The Government Emergency Telecommunications Service (GETS) allows for authorized individuals to dial into a special system which gives priority phone calling status when calling from a landline phone, increasing the likelihood of emergency call connection.

The University of Miami Medical Campus Public Safety Department is responsible for administering the GETS program. Select University personnel who support “public health, safety, and the maintenance of law and order” on the Medical campus are eligible for access to GETS, through the Public Safety Department. GETS may only be used during an emergency by authorized Medical campus personnel for official business and when normal calling methods are unsuccessful due to network congestion or compromised infrastructure

Procedures

- 1.0 GENERAL ADMINISTRATION: The Emergency Manager for the Medical Campus Public Safety Department is the official registered Point of Contact (POC) with the Government Emergency Telecommunications Service (GETS) for all entities associated with the

University of Miami Medical Campus / UHealth, including but not limited to, all entities within the Miller School of Medicine, UHealth and University-owned hospitals. The Executive Director of the Medical Campus Public Safety Department is the alternate official registered Point of Contact (POC).

- 1.1 All Medical campus employees must contact the Emergency Manager or Executive Director for all matters pertaining to GETS administration. The GETS User Assistance line may only be contacted directly by authorized Medical campus personnel under the limited circumstances stated in the GETS User Guide (generally only problems with making a telephone call through GETS).
 - 1.2 The Emergency Manager and Executive Director are responsible for administrating all aspects of the GETS program for the Medical Campus including, but not limited to, identifying Medical campus personnel authorized to have GETS access, approving or denying requests from Medical campus personnel for GETS access, issuing and tracking GETS access cards, auditing GETS usage and addressing problems and other issues associated with the GETS program.
 - 1.3 The Coral Gables campus and RSMAS campus GETS program is administered separately from the Medical campus GETS program, and is administered by the University-wide Director of Emergency Management within the Office of Emergency Management.
- 2.0 GETS ACCESS: The Emergency Manager and Executive Director will determine which Medical campus personnel or general units are authorized to have GETS access based on their position and job function(s). Medical campus personnel who haven't initially been selected for GETS access may submit a request for GETS access. The request will be considered, but will not automatically be approved.
- 2.1 Requests for GETS access must be made in writing to the Emergency Manager, and detail the following information:
 - 2.1.1 Name of the person requesting GETS access.
 - 2.1.2 How the person supports "public health, safety, and the maintenance of law and order" on the Medical campus.
- 3.0 GETS CARDS: All Medical campus personnel authorized to have GETS access will be issued plastic GETS wallet cards by the Emergency Manager. GETS cards list the name of the authorized personnel, the

organization (University of Miami Medical Campus), a personalized PIN access number, and directions on how to place a telephone call utilizing the GETS system.

- 3.1 Authorized Medical campus personnel who lose their GETS card or believe the security of their GETS PIN may be compromised must report it immediately to the Emergency Manager or Executive Director so it can be deactivated and a new card can be issued.
 - 3.2 Authorized Medical campus personnel should:
 - 3.2.1 carry their GETS card at all times.
 - 3.2.2 test their GETS PIN periodically throughout the year.
 - 3.3 Specific information and directions on utilizing GETS will be provided to each authorized Medical Campus personnel with the issuance of a plastic GETS wallet card.
- 4.0 GETS MONITORING & FEES: The Emergency Manager and Executive Director will audit use of GETS by all authorized Medical campus personnel on a monthly or more frequent basis as required by the national GETS program administration.
- 4.1 There is no fee for authorized Medical Campus personnel to maintain a GETS card. However, placing a telephone call utilizing the GETS system in an actual emergency for official business may result in a maximum \$0.10 per minute charge. Units may be charged for their use, or University administration may cover all charges associated with a particular emergency.
 - 4.2 Any abuse or use of GETS outside the scope of this policy or the policies of the national GETS program administration may result in monetary fines, University administrative sanctions and/ or criminal investigation.
- 5.0 GENERAL USE RULE: GETS may ONLY be used during an emergency by authorized Medical campus personnel for official business AND when normal calling methods are unsuccessful due to network congestion or compromised infrastructure (e.g., caller receives a fast busy signal or message like, "Your call cannot be completed at this time. Please try again later.").
- 5.1 Users must always try to place a call without using GETS first.
- 6.0 Nothing in this policy precludes or relieves responsibilities set forth in other department or University of Miami policies.