

# HHAN

## Health and Homeland Alert Network

<https://chip-dph.tch.harvard.edu/hhan/home.do>

For state support requests or questions, please contact:  
alert.network@state.ma.us

For local assistance, contact:  
Franklin Regional Council of Governments:  
413-774-3167

# What is HHAN?

- A system of communications provided by the Massachusetts Department of Public Health to alert you with varying levels of information.
- It is a system capable of using the Internet, cell and regular phones, fax, emails, pagers, etc.

# How does HHAN Work – Page 1

- Messages are prepared by authorized persons to alert you.
- The message is then posted and distributed to you based on the methods of contact that you have chosen (home, work, or other telephone numbers, mobile phones, email, fax, etc).

# How does HHAN Work – Page 2

- You may need to confirm reception of the message.
- You may be asked to call a phone number or visit the HHAN web page for more information.
- You may be given specific directions or information.

# Extreme Severity Alert

The DPH will issue Extreme Priority Alerts to the LBOH Main Group when the DPH possesses information pertinent to future, current, and/or ongoing situations that involve **significant risk to life or property** within the commonwealth of Massachusetts. Extreme Priority Alerts require immediate action by the recipient Board(s) of Health of the Commonwealth. Extreme Priority Alerts will not be issued in the course of official drills and exercises.

# Severe Alert

- The DPH will issue Severe Priority Alerts to the LBOH Main Group when the DPH possesses information pertinent to future, current, and/or ongoing situations that involve significant risk to life or property within the commonwealth of Massachusetts. Severe Priority Alerts indicate the action is required of some Board of Health recipients. Severe Priority Alerts may be issued in the course of official drills and exercises. Drill or exercise Severe Priority Alerts will always be announced at least one week in advance.

# Moderate Alert

- The DPH will issue Moderate Priority Alerts when the DPH possesses information that is considered germane to the duties of the Boards of Health of the Commonwealth and is time sensitive. Moderate Priority Alerts do not require action by any of the alert recipients. Moderate Priority Alerts may be issued in the course of official drills and exercises. Drill or exercise Medium Priority Alerts may not be announced.

# Minor Alert

- The DPH will issue Minor Priority Alerts when the DPH possesses information that is considered germane to the regular duties of the roles alerted and when issuing an alert will aid the situational awareness of all members of the LBOH Main Group regardless of whether the information is pertinent to all LBOH Main Group members. Minor Priority Alerts do not require action by the alert recipient.



# If You Get a HHAN Alert

- Acknowledge the message if required.
- Follow instructions if any are given.
- Respond to any survey that may be attached to the message.

# Your account

- Your account needs to be kept up to date:
- Contact information
- Alerting preferences
  
- To log into your HHAN account click on the link provided below.

<https://chip-dph.tch.harvard.edu/hhan/home.do>