

# Earthquake!

## Hospital reaches 99% of employees with tsunami warning



### The Case Study

On December 5, 2024 a 7.0 magnitude earthquake shook parts of Northern California, prompting a tsunami warning for areas near the Southern Coos Hospital & Health Center in Bandon, Oregon.

### The Problem

The hospital needed to quickly inform employees that the facility was not in a flood zone, to remain calm and wait for additional instructions. Traditional communication methods like emails or phone calls were deemed too slow.

### The Solution

Within minutes of the national alert, Southern Coos used Dialog Health's Ad Hoc feature to text all employees, ensuring they received critical information promptly, that they and their patients were safe.

### The Summary

Southern Coos Hospital and Health Center's use of Dialog Health's Ad Hoc system during the earthquake emergency showcased several key benefits:

- **Exceptional Reach**  
Using Dialog Health's texting platform, the hospital rapidly **reached 99% of eligible employees.**
- **Rapid Message Deployment**  
Our easy-to-use platform allowed hospital administrators to create and send the message **within minutes.**
- **Improved Employee Satisfaction**  
Continuous updates ensured employees were **well-informed and reassured.**

Contact Us To Learn More

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*“Within minutes of the national alert, Southern Coos Hospital used Dialog Health’s ad hoc feature to reach 99% of employees with critical information, ensuring the safety of both staff and patients during an earthquake and tsunami warning. Fast, reliable communication when it matters most!”*

**-Raymond Hino, CEO, Southern Coos Hospital**



### 7.0 Quake Rattles Northern California, Prompting a Brief Tsunami Warning

The epicenter was in remote spot offshore. So the earthquake, while powerful, caused limited damage.

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Thu, Dec 5 at 11:23 AM

**SOUTHERNCOOS:**

Team: regarding the tsunami alert, if you are at the facility, please stay in place. We are out of the flood zone. If you are not at the facility, stay where you are until we receive an update from the state. Stay safe!

## The Conclusion

The implementation of Dialog Health’s Ad Hoc system enabled Southern Coos Hospital and Health Center to effectively manage communication during the earthquake. By reaching 99% of employees within minutes, the hospital ensured staff safety and maintained operational stability during the emergency. This case highlights the importance of having a reliable and efficient communication system in place for crisis situations.

## The Results

# All Staff

MESSAGES SENT

# 99%

OF EMPLOYEES REACHED

# Within Minutes

**NO TIME-CONSUMING PHONE CALLS OR EMAILS NEEDED**

Dialog Health’s HIPAA-compliant texting solutions are cloud-based, easy-to-use, and proven to improve patient engagement while increasing staff productivity.

Powerful mobile solutions. Better engagement for today’s world.

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