

## Cleveland Clinic StaySafe Mobile App

The Cleveland Clinic StaySafe app is a powerful tool for caregivers, patients and visitors to request assistance in a number of emergency situations. Cleveland Clinic StaySafe app is geofenced to our hospitals, family health centers, ambulatory surgery centers, free-standing emergency departments and administrative buildings to request site-specific emergency and non-emergency services, including:

- Emergency Police and Security response
- Non-emergency questions and requests, including a Safety Escort
- Code response for Cardiac/Respiratory Emergencies and Rapid Response
- Anonymous tip line to text information and images
- A safety timer to contact emergency contacts while walking
- Library with additional safety resources



This user guide will help you set up and use the app.

## Downloading & Setting Up the App

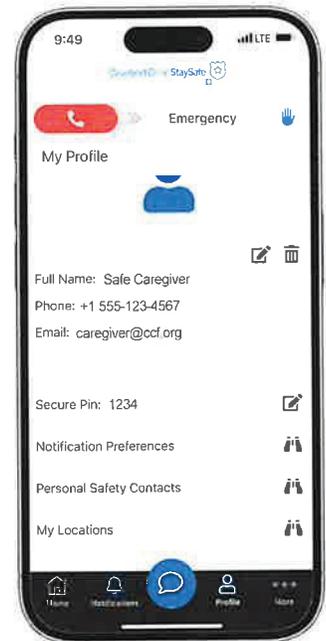
After downloading and installing the Cleveland Clinic StaySafe from the Apple or Google Play app stores, simply open the app and follow the on-screen prompts to begin registration.

During registration, you'll create a 4-digit safety PIN that will be used to de-activate location tracking after signaling for emergency assistance. You can also program the app with your

- Name
- Cell phone number
- Email address
- Notification Preferences for receiving messages from Cleveland Clinic Protective Services
- Personal Safety Contacts (this will be used for the Safety Timer)
- Add your frequented locations, like your work location and home

To edit these features, click on the edit icon or the binoculars (see image to right).

Your location is **NOT** passively tracked. Location services are only used when you signal for assistance at a Cleveland Clinic location.



## DOWNLOAD THE CLEVELAND CLINIC STAYSAFE APP



## How to Use the Cleveland Clinic **StaySafe** Mobile App

Cleveland Clinic **StaySafe** provides users with a number of options to request emergency and non-emergency support. Please review the information below to orient yourself to the features of the app.

### **Emergency Button Slider**

This button calls for emergency assistance, including police, fire, etc.



### **Code: Cardiac/Respiratory**

This button contacts your location's operator to request a code associated with an Adult Cardiac or Respiratory Arrest (Code Blue) or an Infant/Child Cardiac or Respiratory Arrest event (Ohio: Code Pink, Florida/Nevada: No Colored Code).

**Note:** This button defaults to 911 at all non-Cleveland Clinic locations.



### **Rapid Response**

This button is used to request for a medical emergency that **does not involve** a cardiac or respiratory event. **Note:** This button defaults to 911 at all non-Cleveland Clinic locations.



### **Request a Safety Escort**

This button can be used to request a Safety Escort at any Cleveland Clinic location. Safety Escorts are conducted by our own Police or Security Officers and are available 24 hours a day, 7 days a week, 365 days a year. **Note:** This button defaults to 911 at all non-Cleveland Clinic locations.



### **See Something. Say Something.**

This button allows you to easily submit tips to Cleveland Clinic Police/Security. Tips can include safety concerns, suspicious activity or any other non-emergencies. You can attach photos/videos when submitting a tip, as well as start a conversation with those who receive the tip.



### **Safety Timer**

This button lets you set a timer before potentially dangerous activities, such as walking to your car late at night. If the timer hits 0:00 before you enter your PIN number (set at registration), your emergency contact(s) are notified.



### **Resources**

This button provides Cleveland Clinic General Safety and Workplace Violence Prevention resources, the same ones found on our Caregiver Safety and Workplace Violence Prevention websites.



### **Non-Emergency Numbers**

This button will provide you with non-emergency numbers at your Cleveland Clinic location. **Note:** This button defaults to 911 at all non-Cleveland Clinic locations.

