



# Connecting Healthcare When and Where it Matters Most



**FIRSTNET.**

Built with AT&T



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# FirstNet®, Built with AT&T

## As a healthcare professional, you face life and death decisions every day.

You partner with emergency medical services like fire, EMS and 9-1-1 to help save lives. And you need reliable communication, because when it comes to patient care, every second counts.

While reliable communication is vital to those in healthcare and public safety, first responders often didn't have access to it.

### That's why FirstNet is here.

FirstNet grew out of the devastating losses from the terrorist attacks of Sept. 11, 2001. The attacks exposed glaring weaknesses in our communications systems. Cell service was spotty. Countless emergency response teams could not communicate using their trusted radios. And many first responders lost their lives.

In 2012, Congress passed an act calling for the establishment of a **reliable, nationwide network for first responders**. Today, the FirstNet network covers over 2.81 million square miles across the U.S.

As of July 2022, more than 21,800 agencies and organizations — including healthcare professionals like you — are on FirstNet, accounting for 3.7 million connections.

## The FirstNet Difference



Always-on, 24x7 priority and preemption access to the network across voice, text and data — never competing with commercial traffic



The only network held accountable by the federal government to deliver for public safety and those who support public safety, including healthcare professionals



Highly secure network with available end-to-end-encryption



The nation's largest coverage footprint, reaching more than 2.81 million square miles across the country and now with FirstNet Band 14 Spectrum live in 700+ markets. (Band 14 is the nationwide, high-quality spectrum set aside by the U.S. government specifically for FirstNet — a VIP lane, if you will, for public safety.)





# Connections That Matter: On the Job

**Efficient, timely and reliable communication makes all the difference in caring for your patients. Here's how FirstNet can help make your work easier and more effective:**

## **1. You get priority connection to the network.**

When a crisis hits, first responders and healthcare providers need reliable, uninterrupted real-time communication capabilities. FirstNet gives you the prioritized connectivity you need so you're never competing with commercial networks, which can get bogged down in a crisis. This access is only available to eligible organizations and individuals who are essential to maintaining public safety, including healthcare professionals and your colleagues in public safety.

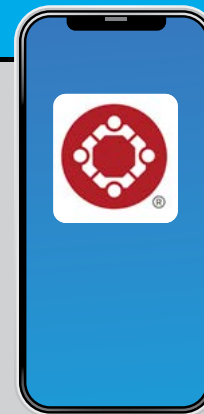
## **2. You can connect to responders at the scene, even before a patient arrives at the hospital.**

Getting reliable, near real-time information about patients from the scene of an accident, natural disaster or another crisis before they reach the emergency department (ED) can dramatically improve outcomes. Through FirstNet, EMS and other first responders can connect seamlessly with healthcare providers to transmit vital patient information while the ambulance is inbound. Nurses, physicians and other essential staff can prepare response teams and equipment, enabling care to begin immediately upon arrival.

The network also makes it easier and faster for first responders to share large data files and other real-time monitoring, such as EKG results. This saves precious time sorting through diagnostic information or ordering duplicate tests once the patient is in the ED. If a patient must be transferred to a larger trauma center, the initial healthcare team can transmit MRIs, CT scans, EKG results and more instantly via FirstNet's secure, HIPAA-compliant network.



### FEATURED FIRSTNET APP



#### **PULSARA**

**A mobile telehealth solution to seamlessly connect with other providers and members of your care team and share important patient information in real time, improving care quality and ensuring patient safety.**

*Available on iOS and Android*





## FEATURED FIRSTNET APP



### PULSEPOINT RESPOND

When a sudden cardiac arrest or other time-sensitive emergency happens, the PulsePoint Respond app notifies CPR-trained individuals in the immediate vicinity who have the app on their phone and alerts 9-1-1 to deploy fire/EMS. PulsePoint AED is a registry that lets users locate the nearest AED. Hospitals nationwide sponsor PulsePoint to increase cardiac arrest survival. *Available on iOS and Android*

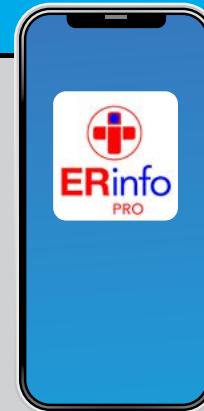
## 4. When data is stored or transferred, it's encrypted and HIPAA-compliant.

Healthcare communications are held to a higher standard of privacy and security; HIPAA laws prevent providers from exchanging sensitive patient data over unsecured networks. Breaches in these laws can cost your organization through both financial penalties and a loss of public trust. FirstNet is highly secure, allowing you to comply with HIPAA regulations. So you can feel confident that your patients' data is protected as it's transmitted from first responders at the scene to providers in the hospital or another healthcare facility. You can also exchange secure messages and share medical histories, test results and treatment plans with your colleagues and participating facilities to coordinate care and improve patient outcomes.

## 3. You can monitor patients with chronic conditions over time to improve health outcomes.

FirstNet isn't just for emergency physicians and nurses; many other providers are part of the extended audience eligible for the network. A family physician, for example, may need to monitor patients with chronic health conditions such as diabetes, hypertension or a heart condition. The network makes it easier to provide regular, ongoing care, even when your patients are remote. The extensive broadband coverage gives providers across the country — from big cities to rural communities — enhanced coverage to connect when and where they need to.

## FEATURED FIRSTNET APP



### ER INFO PRO

This facial recognition app uses technology to quickly identify patients who arrive at the emergency room unconscious or unable to communicate with providers and emergency first responders, helping to locate emergency contact information and offer safe, effective care. *Available on iOS and Android*



## 5. FirstNet has apps designed with your work in mind.

FirstNet offers a full catalog of apps specifically designed for public safety. What's more, the apps included have been carefully vetted to meet our standards for usability, reliability, accuracy, and security so you can comply with HIPAA.

[Learn more about FirstNet apps](#)





# Connections That Matter: At Home

**Healthcare professionals are exceptionally dedicated to their patients, but you're also much more than the work you do.**

FirstNet helps you stay present and connected when you're on the clock. It also enables you to disconnect knowing that if you're needed, you can communicate with your colleagues. The network makes it simple to connect quickly and easily to resources for added support.

## Well-being resources just for healthcare providers

There's little question that the country's healthcare workforce is facing an unprecedented mental health crisis. Feelings of burnout, depression and even thoughts of suicide are at an all-time high. And a surge in resignations is compounding the stress for employees who stay to provide patient care on chronically understaffed teams.

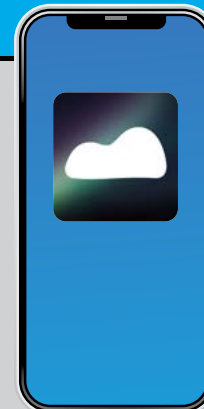
Ultimately, providers who give without taking time for themselves have nothing left. That's why in 2020, FirstNet established a program to address the challenges faced by those in public safety and public health — the [FirstNet Health and Wellness Coalition](#).

Led by Dr. Anna Fitch Courie, the coalition draws on a wide variety of evidence-based resources to support the holistic health, wellness and readiness of America's first responders and other professionals who care for and protect the public.

[Learn more about FirstNet Health and Wellness Coalition](#)



## FEATURED FIRSTNET APP



### BETTER

This mental health app is designed to improve your overall well-being and connect you with valuable mental health resources. Start with a 20-question emotional needs check to get features tailored to your needs for sleep, fitness, meditation, support and more. *Available on Android*





# How Good Is Your Self-Care?

While these four tips can't fix staff shortages or make work stress-free, they can help you prioritize your own mental and physical well-being as you care for your patients.

## ► Focus on your breathing

Meditation is one of the most powerful ways to reduce stress, and it's also something you can do with just a minute or two between patients or on a short break. **A variety of breathing exercises** have been shown to reduce tension and anxiety. One effective technique is the 4-7-8 method: Sit or lie on your back and breathe in through your nose for a count of four. Hold your breath for a count of seven, then slowly exhale through your mouth while counting to eight. Continue the pattern until you feel more relaxed.

## ► Add movement (any amount) every day

You already know that exercise helps to reduce stress because it releases endorphins, which trigger positive emotions. But it also has the **extra benefit of suppressing the stress hormones** adrenaline and cortisol. It can be hard to feel the energy and motivation to exercise, especially after a long shift. But setting aside even 10 minutes a day to move in ways that feel good for your body can have significant health benefits.

## ► Set small health goals

Sometimes it feels overwhelming to focus on prioritizing your well-being. Get support from an app like O2X Human Performance, specifically designed to help build strong, sustainable healthy habits like eating well, exercising and focusing on mental health, by getting just 1% better each day.

## ► Build a network of support

Nobody gets through life on their own; you've built a career on helping others, after all. Having a safety net of family, friends, neighbors and coworkers can help you navigate tough times and find moments of joy in your career and in life outside of work.



### FEATURED FIRSTNET APP

## LIGHTHOUSE HEALTH & WELLNESS

Connect to physical and mental health resources available through your employer, or immediately access a hotline for anonymous help focused specifically on the needs of healthcare professionals and first responders. *Available on iOS and Android*



### FEATURED FIRSTNET APP

## O2X HUMAN PERFORMANCE

Custom workout programming, dietary guidance with healthy recipes and tracking, and goal-driven mental performance plans help you improve your health so you can be there for your patients and those who love you. *Available on iOS and Android*





# Frequently Asked Questions About FirstNet

The decision to switch to a new wireless provider is important. You need to know you can connect as easily on the job as you can at home or anywhere else. You may wonder about cost, coverage, customer service — and what FirstNet has to offer healthcare professionals. Here are answers to some common questions from providers like you.

**Q: I'm not a first responder — why would I need FirstNet?**

**A:** While healthcare providers might not be the first ones on the scene in an emergency, you work closely with first responders, especially if you work at a hospital. You also need to be available and have reliable connectivity to communicate with one another and with emergency services partners like law enforcement, fire and EMS to ensure optimal patient care. FirstNet gives you the highly secure and interoperable communications network and prioritized connectivity you need to connect when it matters most.

**Q: What about healthcare professionals who don't work in the emergency department or at a hospital?**

**A:** A variety of healthcare professionals are eligible to join FirstNet, including medical professionals in private practice, certified medical assistants, certified nursing assistants, physician assistants, state-licensed nurses and state-licensed physicians that work outside the hospital.

**Q: How is FirstNet beneficial for healthcare providers?**

**A:** Emergency healthcare providers need to be in constant communication with one another and with public safety partners. FirstNet elevates your communications over non-emergency communications to ensure you are always connected. These communications are also highly secure so you can comply with HIPAA and other regulations, ensuring patient privacy and data security. FirstNet offers an [extensive library of apps](#) designed with public safety in mind, as well as mental health and wellness resources to meet the unique challenges of those working in healthcare.

**Q: Does my organization/hospital need to join FirstNet for me to be able to use it?**

**A:** No. Hospitals or healthcare organizations can sign up for agency-level plans, but FirstNet is also available to individuals. You can sign up for the service through any authorized AT&T retailer, by going to [firstnet.com/signup](https://firstnet.com/signup) or by calling us. A representative will collect the necessary information to make sure you are eligible for FirstNet services, which is available to certain emergency personnel, first responders, government agencies and healthcare providers.





## Q: What's included with a FirstNet plan?

**A:** Every FirstNet plan includes access to all the benefits of the FirstNet network, including always-on prioritized connectivity, public safety-relevant apps and access to Band 14 and all AT&T LTE bands. Band 14 is the nationwide, high-quality spectrum set aside by the U.S. government specifically for FirstNet — a VIP lane, if you will, for public safety.

Plus, we've upgraded the dedicated FirstNet network core to enable reliable 5G connectivity, bringing America's public safety community a one-of-a-kind 5G experience. First responders on FirstNet, and those who support them, maintain voice communications with priority on LTE, while the FirstNet network determines the best route for data traffic, whether it's 5G or LTE. You'll also get dedicated 24/7 technical support and priority access to our support team to ensure timely resolution for any issue. FirstNet offers exclusive plans for eligible healthcare professionals starting at \$40 per month. You can learn more at [www.firstnet.com](http://www.firstnet.com).

**5G+ SERVICE:** AT&T 5G mmWave (5G+) service requires a compatible FirstNet 5G rate plan, FirstNet SIM, a compatible 5G+ device, and no custom APN. 5G+ mmWave service is available only in limited parts of selected cities and certain venues within the U.S. 5G+ mmWave is not available outside the U.S. Device will display 5G+ coverage indicator when used where 5G+ coverage is available. 5G+ service is available outdoors within line-of-sight of cell site only. Other restrictions apply.

## Next Steps

Learn more about how FirstNet helps healthcare

Explore FirstNet

