

ISOMS Rapid SOS

Configuration

In Company Setup, configure the RAPIDSOS Interface for the CAD agency:

- Active: checked
- Website: one of SANDBOX, STAGING, or PRODUCTION depending on the environment you want to use
- UserName: Client ID for the selected environment
- Password: Client Secret for the selected environment

Usage

Rapid SOS augments the caller information of a CAD card based on the caller phone number. Rapid SOS can provide enhanced caller information for approximately 10-20 minutes once the call is available in the Rapid SOS system.

ISOMS queries Rapid SOS LEI (Latest Emergency Information) and ADE (Additional Data Enhanced) when an active CAD card with a caller number is viewed and when the Rapid SOS ADE button is pressed to view the RapidSOS Additional Data.

*To query information from RapidSOS you must save an active CAD card with a valid caller phone number.

ISOMS saves all the data queried from RapidSOS so you can view the stored LEI and ADE data even after RapidSOS drops it from their system and after the call is no longer active.

The screenshot shows a 'Caller Information' form with the following fields and controls:

- Last Name:** CALLER
- First Name:** BOB
- Middle Name:** (empty)
- Jr/Sr:** (dropdown menu)
- Phone #:** (555)-555-5559
- ANI/ALI:** (button)
- Rapid SOS:** ADE (green button with a map icon and a refresh icon)
- House #:** (empty)
- Direction:** (empty)
- Street:** (empty)
- Apt/Lot #:** (empty)
- City:** (empty)
- State:** (dropdown menu)
- ZIP Code:** (empty)
- County:** (dropdown menu)
- Latitude:** (empty)
- Longitude:** (empty)
- Business/Common Name:** (empty)

If RapidSOS has ADE information for a caller phone number, the ADE button will turn green. Clicking the ADE button will re-query RapidSOS (if the call is active) and display all Additional Data available.

If RapidSOS has LEI information available, the map and coordinate buttons will enable. The map button will open the RapidSOS portal map for the caller phone number. The coordinate button will copy the LEI latitude and longitude to the caller information if the lat/lon of the caller is blank.

Rapid SOS

Emergency Profile

Profile Last Updated: Mar 29 2020

First Name: Amqdotcb

Last Name: Kwcoyxqq

Gender: A Gender Not Listed Here

Age: 53

Provider: EmergencyProfile.org

DOB: Oct 10 1970

Phone: +1 555 555 5559

Home Address

Street (1): 111 Home St

Street (2): Apt 2

City: Elbow

Zip Code: 22222

State: MD

Medical Information

Caller

Has experienced one or more symptoms associated with COVID-19

On date

Apr 02 2020

Date description

Date of symptoms

Has potentially been exposed to a person with a lab-confirmed COVID-19 positive person

Apr 05 2020

Date of potential exposure

Has had a positive COVID 19 test

Apr 12 2020

Date positive test taken

Pre-Existing Conditions: COPD

Allergies: gluten

Medical (Other): I hardly sleep

Emergency Contact(s)

Name

Relationship

Phone Number

CLOSE

Example RapidSOS Additional Data Enhanced

Additional Data Enhanced

The information provided by the RapidSOS ADE api is a set of semi-structured information from numerous different sources. ISOMS presents the ADE information using the display hints provided by the api but because the data is semi-structured and varies widely across sources, ISOMS does not integrate the information into the CAD card.