

# RAPIDSOS +



## RapidSOS and Diabetes Hands Foundation partner to offer advanced safety technology to the diabetes community

- 240 million<sup>1</sup> 9-1-1 calls are made every year in the U.S.; over 70%<sup>2</sup> are from mobile phones, which fail to provide exact location to emergency dispatchers
- 29.1<sup>3</sup> million Americans have diabetes, facing unique and nuanced health needs
- Haven represents a transformation in access to emergency services – from a phone call solely dependent on voice to a robust data connection for voice, text, medical/demographic data

### **FOR IMMEDIATE RELEASE - Berkeley, CA (November 10, 2016).**

Today, Diabetes Hands Foundation announced a partnership with [RapidSOS](#), a technology start-up revolutionizing personal safety and family connectivity. The partnership will provide the Diabetes Hands Foundation community one year of free access to the RapidSOS Haven app, providing enhanced emergency access to individuals with diabetes and their loved ones. Haven connects the user to 9-1-1 with one touch and sends vital data to aid in faster response and offer better situational awareness to first responders.

RapidSOS and Diabetes Hands Foundation will be working together to support those living with diabetes and their families, keeping them connected to loved ones and ensuring that medical emergency help is one touch away. With one tap, the Haven app connects the user to the closest 9-1-1 dispatch center anywhere in the contiguous United States, and provides a voice connection and a data pipeline to 9-1-1 to transmit:

- Precise location
- Type of emergency
- Relevant medical and demographic data
- Text messages: Haven speaks the text message if the dispatch center does not have the capability to receive texts. Currently available from user to 9-1-1 with two-way coming in future.

Users can add medical conditions, allergies, medications, and demographic information in the app, so if an emergency occurs, life-saving information is ready to be communicated to 9-1-1. Users can also add emergency contacts who would be notified after an emergency alert has been triggered, so that family and friends are informed.

“At the Diabetes Hands Foundation, one of our main priorities is providing the diabetes community with tools to keep them safe,” says the CEO of Diabetes Hands Foundation Gene Kunde. “Haven is a great

<sup>1</sup> National Emergency Number Association. <http://www.nena.org/?page=911Statistics>

<sup>2</sup> National 911 Program. *Review of Nationwide 911 Data Collection*. <http://www.911.gov/pdf/current911datacollection-072613.pdf>

<sup>3</sup> American Diabetes Association. <http://www.cdc.gov/diabetes/data/statistics/2014statisticsreport.html>

resource for members of the diabetes community because it allows them to reach emergency help and communicate medical information even if they can't speak, all while staying connected to loved ones.”

The Haven app also includes access to the Family Connect feature. For the first time, users can call 9-1-1 on behalf of loved ones, transmitting the loved one's location and relevant information directly to the 9-1-1 dispatch center closest to them. Additionally, Family Connect allows users to share their location with loved ones, see family members' real-time locations without the distraction of phone calls or text messages, and easily ask family and friends for help. A user can choose who can see their location and when it is shared, ensuring privacy and control.

“We are excited to partner with the Diabetes Hands Foundation and support their community,” says Michael Martin, CEO and co-founder of RapidSOS. “By providing enhanced access to emergency services with the Haven app, we hope to empower the diabetes community.”

RapidSOS is offering free access to Haven for one year to those associated with the Diabetes Hands Foundation [here](#). The Haven app is available for iPhone and Android devices and works anywhere across the contiguous U.S. and Hawaii, with one touch emergency calling in over 250 countries and jurisdictional territories. For more information about RapidSOS and Haven, visit [www.rapidsos.com](http://www.rapidsos.com).

### **About RapidSOS**

RapidSOS was formed in 2012 by a team of MIT, Harvard, and Stanford grad students who had personal experiences with the challenges of the existing emergency communication infrastructure. Working closely with the 9-1-1 community, tech and telecom companies, and leading investors, RapidSOS is developing technology to predict and preempt emergencies before they occur, dynamically warn people in harm's way, and ensure that first responders are one touch away globally. Learn more at [www.RapidSOS.com](http://www.RapidSOS.com)

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### **About Diabetes Hands Foundation**

The Diabetes Hands Foundation believes no one touched by diabetes should ever feel alone, because together we become stronger and have the power to generate positive change in ourselves and our community. Diabetes can be a very isolating disease, so the Diabetes Hands Foundation provides platforms where people with diabetes and their loved ones can connect and have an open dialog about their experiences with this chronic condition. Instead of looking at the disease, Diabetes Hands Foundation seeks to understand, connect and energize the millions of people living with this condition through its programs.

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