Government of the Virgin Islands of the United States
DEPARTMENT OF HUMAN SERVICES

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Strengthening Disaster Readiness: DHS Hosts PULSE Telehealth Training, Boosting Disaster Response Skills for 60+ Frontline Workers

U.S. VIRGIN ISLANDS - U.S. Virgin Islands — The Virgin Islands Department of Human Services (VIDHS) completed a comprehensive two-day training on the **Patient Unified Lookup System for Emergencies (PULSE)**, equipping more than 60 personnel from across the Territory with vital tools to support patient coordination and shelter operations during disasters.
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Held June 17–18 at the VITEMA Emergency Operations Centers on St. Thomas and St. Croix and online via hybrid access, the sessions brought together representatives from **VIDHS, VITEMA, the Department of Health, Schneider Regional Medical Center, VI Fire Services, the V.I. National Guard, American Red Cross, and Love City Strong**.

Organized by DHS ESF-6 Disaster Coordinator Yvette Henry, the session was led by Natalie Hanrion, Emergency Management Specialist with **PointClickCare,** North America's leading EHR partner for long-term post-acute care. Hanrion guided participants through the operational and administrative features of the PULSE platform, which connects local responders to national health data networks and supports care continuity during disasters.

On Day One, frontline workers in the Virgin Islands received a comprehensive overview of PULSE's role in disaster response, focusing on the unique challenges posed by hurricanes and tropical storms. Training highlighted how secure, HIPAA-compliant, role-based access enables emergency teams to retrieve critical clinical documents and medication histories in real time—an essential capability when displaced residents arrive at shelters without their medical records. Given the Territory's vulnerability to sudden and severe weather events, timely access to health data is crucial to saving lives and ensuring continuity of care when every second counts.

On Day Two, participants engaged in live demonstrations and role-based tutorials to simulate real-world use. **Participants were trained on two user levels**:

- **Standard Users** learned how to conduct patient searches and manage emergency census data.
- **Administrative Users** were trained to manage accounts and oversee broader data system functions.

The PULSE training supports the Department's mission under **Emergency Support Function 6 (Mass Care)** and marks a significant advance in the Territory's readiness to coordinate emergency shelter care using secure, tele-enabled technology. Commissioner Averil George emphasized the importance of collaboration, saying, "We sincerely thank our partners at PointClickCare for delivering this crucial training. We also commend VITEMA and all participating GVI agencies for their unwavering dedication to enhancing the Territory's emergency response capabilities and ensuring the safety of our communities."

For more information about the Department of Human Services and its disaster preparedness initiatives, please visit the Department of Human Services website, www.dhs.gov.vi or on Facebook (https://www.facebook.com/usvidhs).