Important Facts to Remember When Initiating an Emergency Communication Request

American Red Cross (ARC) policy states that they work from Red Cross to Red Cross. The individual making the request will need to contact the nearest American Red Cross in their area.

The individual making the request should have the following available:

1. Service Member's last name, first name and middle initial.
2. Branch of Service
3. Rank
4. Social Security Number
5. Military address (deployment address and in some circumstances, the local unit from which the Service Member was deployed.)

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24 Hour Emergencies: 1-877-272-7337

Online: **Redcross.org/herocarenetwork**

App: **Red Cross Hero Care**

The ARC worker will also request the name, address, phone number, and relationship of the individual making the request to the Service Member. This information is necessary to relay any messages they may receive concerning the communication. The information also enables the AZRC to follow-up with the individual making the request to ensure the emergency communication was completed in a satisfactory manner and to inquire if further assistance is needed.

The most common types of emergency requests the ARC will assist with are those concerning illness, death, and birth notifications.

The following is requested to service these requests:

ILLNESS

1. Name of individual who is ill and their relationship to the Service Member.
2. Name and location (city and state) of hospital, nursing home, etc.
3. Doctor's name or point of contact in that city.
4. Is the Service Member aware of the illness?
5. The military requires verification in order for the Service Member to be notified or to receive emergency leave. Therefore, a doctor's statement is required. The ARC contacts the doctor and requests a diagnosis, present condition, prognosis, life expectancy, if applicable, and inquires as to whether the doctor recommends the Service Member's presence.

DEATH

1. Name of deceased and their relationship to the Service Member.
2. Name and location (city and state) of the mortuary, hospital, nursing home, etc.
3. If little information is available, such as the name of the mortuary being unknown, a contact person (another family member, etc.) in the areas so they may be able to obtain appropriate information for the verification.
4. Is the Service Member aware of the death?
5. The ARC will obtain verification by contacting the mortuary and asking the date, time, and cause of death. They will also inquire about the date, time and location of the services to be included in the message.

BIRTH

1. Name of the individual who gave birth and their relationship to the Service Member. They will need to speak to the individual who gave birth in order to obtain permission to send the message.
2. Doctor's name.
3. Name and location (city and state) of hospital.
4. Is the Service Member aware of the birth?
5. To verify the birth, the ARC will contact the doctor and request the date of birth, time of birth, sex of infant, weight and length. They will also ask the doctor the condition of the mother and infant. If the baby has been named, they may include that information in the message.

Having all of the appropriate information when you contact the ARC enables them to send messages in an efficient and timely manner. It is important to note that the speed, with which a message is sent, also depends on the cooperation of the medical community, etc.