



## UCI Health Deploys Everbridge's Industry-Leading Mobile Wayfinding Solution to Improve Patient Experience and Safety Amid COVID-19 Precautions

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*The My UCI Health mobile app represents the industry's first to integrate the power of Everbridge's wayfinding solution with Epic's MyChart appointment scheduling, providing patients with the most advanced indoor navigation system to ensure a safe hospital visitation experience*

BURLINGTON, Mass.--(BUSINESS WIRE)--Jun. 24, 2020-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in Critical Event Management (CEM), today announced that UCI Health in Orange County, California integrated the Everbridge [MediNav™ solution](#) with its My UCI Health mobile app, representing the healthcare industry's most advanced, turn-by-turn indoor navigation and positioning system. The My UCI Health mobile app also leverages [Epic's MyChart](#), providing users access to lab results, appointment information, current medications, immunization history and more on their mobile device. UCI Health is the first hospital provider to connect Everbridge MediNav™ with Epic's MyChart introducing real-time, step-by-step directions to a doctor's office or testing lab, as well as 'Where am I?' location points within a hospital building, floor, or room.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20200624005439/en/>



"We are always looking for new and innovative ways to improve the patient experience," said Bradley Giafiglione, director, UCI Experience. "Modern medical centers can be large, confusing places to navigate, especially for patients and visitors with multiple appointments. Integrating indoor wayfinding into the My UCI Health app provides this convenience so patients can safely focus on what's really important – getting the care they need."

Similar to traditional outdoor navigation systems, Everbridge's MediNav™ wayfinding solution provides voice prompts, off-route notifications, and visual landmark references to make sure a patient finds his or her way to important appointments. Additional features include Parking Planner, Find My Car and Meet Me, all designed to help hospitals and health care networks increase customer

UCI Health Deploys Everbridge's Industry-Leading Mobile Wayfinding Solution (Photo: Business Wire)

satisfaction and loyalty, reduce missed or late appointments, and improve Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores. Indoor navigation for patients also helps hospitals restore revenue-generating elective and other care procedures previously impacted amid concerns about infection from COVID-19.

The Everbridge MediNav™ solution provides the healthcare industry with the only real-time indoor location and navigation system combined with a global critical event management platform. As Everbridge GM of Digital Navigation and Wayfinding Solutions Mark Green explains, "The combination of the industry's most advanced and intuitive 'blue dot' indoor navigation with the dynamic location capabilities of our [Safety Connection](#) solution enables hospitals to offer a wider range of services to more patients more quickly. Providing step-by-step directions of an evacuation route in a hospital or on a campus, for example, or by allowing patients and visitors to remain separate from regions of a building dedicated to COVID-19 treatment, helps to restore confidence in the safe return to a hospital setting, thus increasing revenue opportunities for the healthcare provider."

In addition to UCI Health, which serves a region of nearly 4 million people in Orange County and Southern California, Everbridge supports over 1,500 healthcare entities including 9 of the 10 largest healthcare providers in the U.S. (overseeing more than 25 percent of all hospital beds in the U.S.), the top pharmaceutical, biomedical and medical device and manufacturing companies, as well as the largest managed care organizations, pharmacies, and statewide health alert networks (HANs), including the Centers for Disease Control and Prevention (CDC) and the National Institutes of Health (NIH). Everbridge improves the ability to coordinate first responders and other critical healthcare resources such as intensive care unit (ICU) beds, respirators, expert medical staff, etc., based on real-time data on the broader impact of COVID-19.

Everbridge recently hosted its "[Coronavirus: the Road to Recovery](#)" virtual leadership summit, which brought together the best minds across public and private sectors, including C-level speakers from the Centers for Disease Control, Cleveland Clinic, Houston Methodist Hospital, U.S. Army, Accenture, Biogen, a former Food and Drug Administration (FDA) commissioner and more. On-demand content from the event may be found [here](#).

### About Everbridge

[Everbridge](#), Inc. (NASDAQ: EVBG) is a global software company that provides enterprise software applications that automate and accelerate organizations' operational response to critical events in order to keep people safe and businesses running. During public safety threats such as active

shooter situations, terrorist attacks or severe weather conditions, as well as critical business events including IT outages, cyber-attacks or other incidents such as product recalls or supply-chain interruptions, over 5,200 global customers rely on the company's Critical Event Management Platform to quickly and reliably aggregate and assess threat data, locate people at risk and responders able to assist, automate the execution of pre-defined communications processes through the secure delivery to over 100 different communication devices, and track progress on executing response plans. The company's platform sent over 3.5 billion messages in 2019 and offers the ability to reach over 550 million people in more than 200 countries and territories, including the entire mobile populations on a country-wide scale in Australia, Greece, Iceland, the Netherlands, New Zealand, Peru, Singapore, Sweden, and a number of the largest states in India. The company's critical communications and enterprise safety applications include Mass Notification, Incident Management, Safety Connection™, IT Alerting, Visual Command Center®, Public Warning, Crisis Management, Community Engagement™ and Secure Messaging. Everbridge serves 8 of the 10 largest U.S. cities, 9 of the 10 largest U.S.-based investment banks, 47 of the 50 busiest North American airports, 9 of the 10 largest global consulting firms, 8 of the 10 largest global auto makers, all 4 of the largest global accounting firms, 9 of the 10 largest U.S.-based healthcare providers, and 7 of the 10 largest technology companies in the world. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Abu Dhabi, Beijing, Bangalore, Kolkata, London, Munich, New York, Oslo, Singapore, Stockholm and Tilburg. For more information, visit <https://www.everbridge.com>, read the company [blog](#), and follow on [LinkedIn](#), [Twitter](#), and [Facebook](#).

### Cautionary Language Concerning Forward-Looking Statements

This press release contains "forward-looking statements" within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to, statements regarding the anticipated opportunity and trends for growth in our critical communications and enterprise safety applications and our overall business, our market opportunity, our expectations regarding sales of our products, our goal to maintain market leadership and extend the markets in which we compete for customers, and anticipated impact on financial results. These forward-looking statements are made as of the date of this press release and were based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Words such as "expect," "anticipate," "should," "believe," "target," "project," "goals," "estimate," "potential," "predict," "may," "will," "could," "intend," variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond our control. Our actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to: the ability of our products and services to perform as intended and meet our customers' expectations; our ability to successfully integrate businesses and assets that we may acquire; our ability to attract new customers and retain and increase sales to existing customers; our ability to increase sales of our Mass Notification application and/or ability to increase sales of our other applications; developments in the market for targeted and contextually relevant critical communications or the associated regulatory environment; our estimates of market opportunity and forecasts of market growth may prove to be inaccurate; we have not been profitable on a consistent basis historically and may not achieve or maintain profitability in the future; the lengthy and unpredictable sales cycles for new customers; nature of our business exposes us to inherent liability risks; our ability to attract, integrate and retain qualified personnel; our ability to maintain successful relationships with our channel partners and technology partners; our ability to manage our growth effectively; our ability to respond to competitive pressures; potential liability related to privacy and security of personally identifiable information; our ability to protect our intellectual property rights, and the other risks detailed in our risk factors discussed in filings with the U.S. Securities and Exchange Commission ("SEC"), including but not limited to our Annual Report on Form 10-K for the year ended December 31, 2019 filed with the SEC on February 28, 2020. The forward-looking statements included in this press release represent our views as of the date of this press release. We undertake no intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. These forward-looking statements should not be relied upon as representing our views as of any date subsequent to the date of this press release.

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#### Everbridge Contacts:

Jim Gatta  
Media Relations  
[jim.gatta@everbridge.com](mailto:jim.gatta@everbridge.com)  
215-290-3799

Joshua Young  
Investor Relations  
[joshua.young@everbridge.com](mailto:joshua.young@everbridge.com)  
781-236-3695

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