Salisbury Fire Department
Headquarters, Station 16
325 Cypress St., Salisbury, Maryland 21801
410-548-3122
www.salisburyfd.com

May 22, 2020

Team 3, SWEN-670
University of Maryland, Global Campus
1616 McCormick Dr, Largo, MD 20774

Dear Team 3 Members,

We read your response to our request for proposal (RFP) and we would like to meet with you to review our requirements.

To reiterate our business problem, we are searching for a system that will allow emergency medical services (EMS) to retrieve the medical information contained in a patient's "Letter of Life" (https://salisbury.md/departments/fire/letter-of-life) at any location.

In an emergency, the Letter of Life provides responders with a list of pertinent medical conditions and illnesses when the patient cannot provide this information on their own. We recommend all residents, especially the elderly and those suffering from chronic medical conditions, to complete a "Letter of Life" and place it in a location easily accessible by EMS personnel, such as on a refrigerator or by the entry door to the residence.

However, when an emergency occurs outside the home, EMS personnel cannot access this list, which is why we are searching for an easily accessible, cloud-based version of the letter.

Our desired outcomes are:

- Provide EMS personnel access to a patient's Letter of Life information, from a laptop and mobile device, through a secure, but easily navigable interface.
- Allow EMS personnel to scan a barcode or quick response (QR) code, found on a non-electronic token, such as a card, a bracelet, or necklace, and retrieve Letter of Life information for non-responsive patients.
- Allow patients and authorized users to create, read, update, and delete records, from a desktop or laptop computer, through a secure, but easily navigable administration interface.
- Allow patients and authorized users to print Letters of Life or save them in portable data format (PDF).

The dates and times the Department is available to discuss the system are:

Wednesday May 27th at 1300 hrs

Wednesday May 27th at 1400 hrs

Thursday May 28th at 1000 hrs

Please let us know which of those dates works for you. If you have any further questions, please contact the Fire Department's Administrative Headquarters at 410-548-3120, extension 1807.

Yours in service,

Christopher L. Truitt, B.S. NRP
Captain, Emergency Medical Services (EMS)