

Stephen M. Lawlor

Medical Intelligence Center (MIC)

The MIC is Boston's Public Health and Healthcare Coordination Center, the central point of coordination for Boston's Emergency Support Function 8 – Public Health and Medical Services, and the Health and Social Services Recovery Support Function.

The MIC is activated to support the public health and healthcare response to and recovery from emergencies in the City of Boston by focusing on **three main mission areas**

Collect, verify and disseminate factual information

Situational Awareness



Receive resource and human services requests, identify sources and coordinate fulfillment of needs.

Resource Coordination



Human Services Coordination



The coordination of information, resources, and human services in the MIC occurs through a virtual and face-to-face collaboration among partners before, during and following emergencies affecting public health and healthcare to ensure equitable delivery of public health and healthcare services.

The MIC also serves as the Boston Public Health Commission's (BPHC) Department Operations Center (DOC) and is operated and maintained by the Office of Public Health Preparedness, a division of BPHC.

785 Albany Street, Boston, MA 02118



**OFFICE OF
PUBLIC HEALTH
PREPAREDNESS**

Contact the MIC Duty Officer (24/7/365): (617) 343-6920 or mic@bphc.org

The phone and email are monitored to support public health, healthcare, and social services partners in the City of Boston during emergencies impacting health and access to healthcare.



Activation Levels

Steady State Monitoring
(24/7/365 monitoring)

Level 1 – Enhanced Monitoring & Coordination

Level 2 – Partial Activation

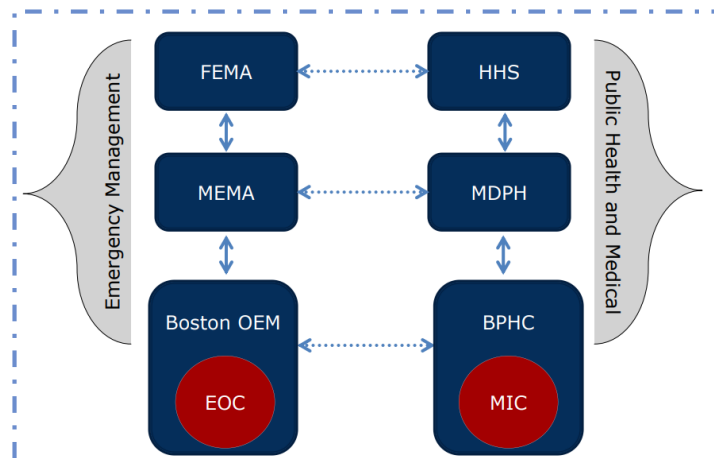
Level 3 – Full Activation

Sign up for MIC notifications:

<https://tinyurl.com/MICNotifications>



Learn more:



The MIC sends notifications to partners before, during and after emergencies:

Advisory

i info about incident/threat

No action required

Ex: weather advisory with travel precautions

Alert

! Urgent information

Response action required

Ex: activation of emergency tracking

To learn more about the MIC, visit the DeValle Institute and access the MIC Operations webinar: <https://delvalle.bphc.org/micoperations>

