

In Case of Emergency (ICE) What is it? And Why Was it Developed?¹

- **What is ICE?**

- It is a mobile phone feature that lets first responders, such as paramedics, firefighters, police, and hospital personnel, contact the family or friends of the phone's owner, to get important medical or support information.

- **Why was it developed?**

- A study done in Europe showed that less than 25% of people carried any information about who they would like contacted if they were in a serious accident.
- A British paramedic started a campaign encouraging people to add ICE contacts to their cell phone contact lists.

- **After hurricane Katrina in 2005**, so many people were injured, unconscious and separated from their families that the campaign in the US to implement ICE got a big boost.



Reference 1: British Wikipedia page:
https://en.wikipedia.org/wiki/In_Case_of_Emergency

Setting up ICE for Access by Emergency Responders on a Locked Mobile Phone

- Step 1 – identify people in your phone’s Contact List you want contacted by emergency responders, and add “ICE” to the beginning of their contact, or create a new contact just for ICE.
- Step 2 – follow the step-by-step instructions provided by Kindred Healthcare for iPhone and Android Phones to allow access of ICE contacts on a locked mobile phone.

Link to Kindred Healthcare instructions (published in 2021):

<https://www.kindredhealthcare.com/docs/default-source/default-document-library/how-a-cell-phone-can-save-your-life.pdf>

