



## **STATE EMERGENCY REGISTRY OF VOLUNTEERS AND HEALTH CARE PERSONNEL IN DELAWARE (SERVDE)**

**What is SERVDE?:** The SERVDE is an automated registration system that establishes and certifies the qualifications of volunteers and health care personnel for Delaware prior to and during an emergency. SERVDE is the State component of the federal Emergency System for Advance Registration of Volunteer Health Professionals (ESAR- VHP). The system verifies the identity, credentials, licenses, and training of volunteers and other health care personnel. To respond to regional and national disasters, other states have similar ESAR-VHP systems.

**Why:** SERVDE was developed to eliminate significant problems encountered when seeking to utilize health care volunteers in a complex emergency response situation.

**How it works:** The SERVDE registration system, launched in January 2008:

- Registers and collects personal and professional data to enable emergency credentialing on a secure, web-based application available 24/7.
- Issues credentials by validating licenses with primary and secondary sources, such as the Division of Professional Regulation, American Board of Medical Specialties (ABMS) and the American Osteopathic Information Association (AOIA).
- Manages Delaware Medical Reserve Corps volunteers, State Health Operation Center staff, and Division of Public Health staff as needed. System searches can be completed by type of profession; by specific mission; and by personnel resource criteria to manage requests.
- Deploys volunteers through its own internal Notification Module.

**Emergency Medical Services and Preparedness Section**  
**24/7 Emergency Contact Number: 1-888-295-5156**  
**Contact Number: 302-223-2999**

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