

Missing Persons User Guide



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When disasters occur, families may be separated due to population displacement, rapid evacuation, or transportation and infrastructure disruption. Additionally, people may become disconnected from routine, life-sustaining care causing interruptions in care continuity efforts.

Missing Persons allows users to utilize Admit, Discharge, and Transfer (ADT) data to see if any identified missing persons have had any recent inpatient admissions, emergency department admissions, and/or discharges at a participating health care facility or alternate care site.

Currently, the Missing Persons application is designed to work in partnership with both Emergency Census and the Encounter Notification Service (ENS) in the legacy Audacious network.

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1 Missing Persons

When disasters occur, families may be separated due to population displacement, rapid evacuation, or transportation and infrastructure disruption. Additionally, people may become disconnected from routine, life-sustaining care causing interruptions in care continuity efforts.

Missing Persons allows users to utilize Admit, Discharge, and Transfer (ADT) data to see if any identified missing persons have had any recent inpatient admissions, emergency department admissions, and/or discharges at a participating health care facility or alternate care site.

Currently, the Missing Persons application is designed to work in partnership with both Emergency Census and the Encounter Notification Service (ENS) in the legacy Audacious network.

2 Who Will Use This Guide?

Missing Persons User: this role can access the Missing Persons application to upload Search Lists and download Missing Persons Reports.

Other Important User Roles:

System Administrator: this role can create and manage Events during an emergency, adjust configuration settings using the Administrator Dashboard, retrieve reports, and perform User, Organization, Facility, and Source Management functions for all Organizations.

Event Administrator: this role can create and manage Events during an emergency for all Organizations.

Organization Administrator: this role can manage Events during an emergency and manage Users and Facilities/Locations within their own Organization, create new subordinate Organizations, and manage the Users and Facilities/Locations in those Organizations.

Organization Manager: this role can manage Users and Facilities/Locations within their own Organization.

Auditor: this role can generate Reports for user activity at a global level within the system.

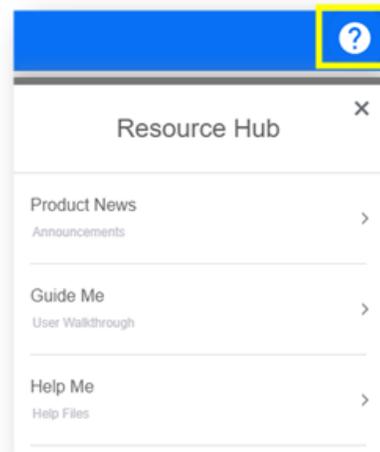
Patient Search User: this role can access the Patient Search application to query for and view clinical documents and medication fill history for patients during a declared emergency.

Emergency Census User: this role can access the Check-In and Check-Out screens to register individuals who have arrived at an alternate care facility and discharge them upon their departure.

Executive Sponsor: this role has the legal authority over system implementation in your state or jurisdiction.

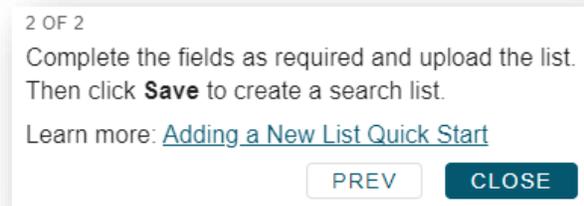
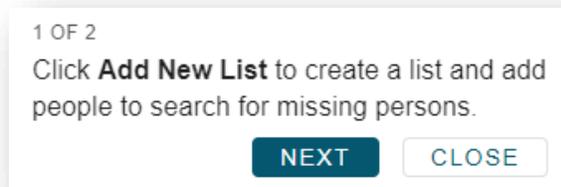
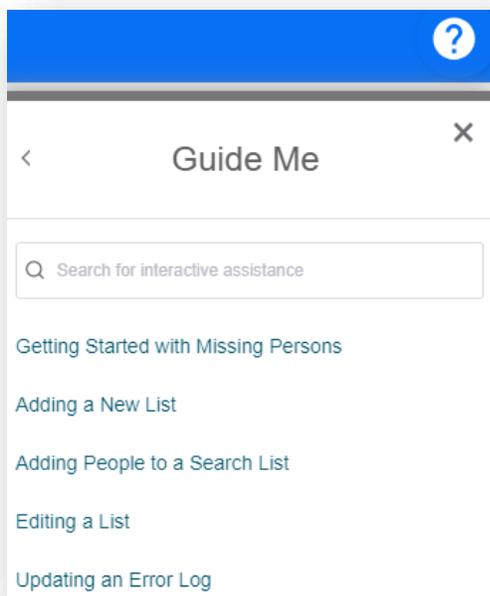
3 Resource Hub

The Resource Hub can be accessed by clicking on the question mark icon in the page header and contains “**Guide Me**” User Walkthroughs and “**Help Me**” Quick Start Guides. The options displayed when a User clicks through the Resource Hub will depend on the page from which the User is accessing it and the roles assigned to the user.

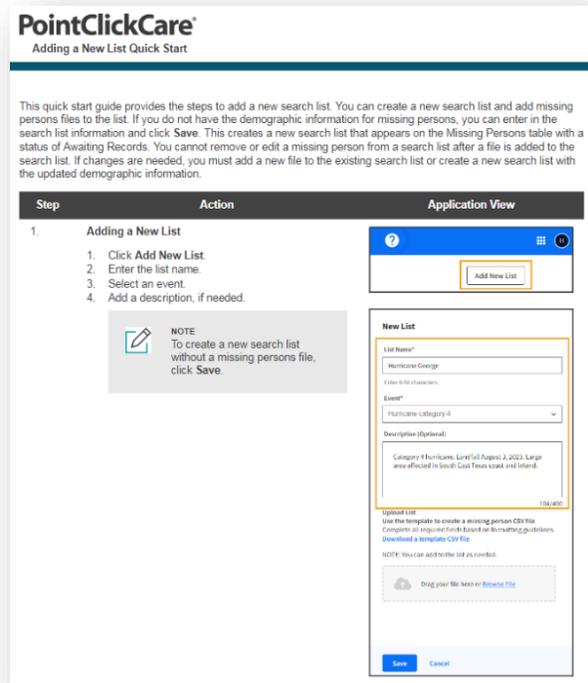
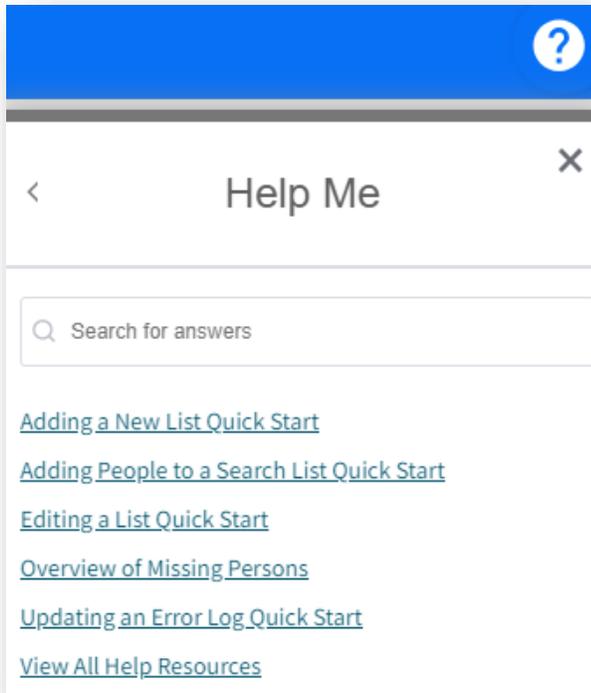


“**Guide Me**” User Walkthroughs provide step-by-step instructions for Missing Persons Users on the bottom-right corner of the page.

At the end of the instructions, a link to the “**Help Me**” Quick Start Guide is also provided.



“Help Me” Quick Start Guides display the steps to complete a function on a linked pdf.



Note: Users will have to enter an email address on the landing page before accessing Quick Start Guides.

4 Important Terms

Missing Persons Application (Missing Persons): a component of the system that allows authorized users to upload lists of missing individuals and run reports to see if they have had encounters with facilities connected to the ADT network.

Missing Persons User: an authorized user granted permission to use the Missing Persons Application by an administrator; the corresponding role has been assigned to their profile in User Management.

Demographics: information about missing individuals used to populate a Missing Persons File (first name, last name, date of birth, etc.).

Record: a line representing a missing person with their demographic information on a Missing Persons File, Search List, and Missing Persons Report.

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Missing Persons File: a .CSV file with demographic information on missing individuals uploaded to the Missing Persons Application.

Search List: an aggregated table of Missing Persons Files (multiple Missing Persons Files can form a single Search List) built by the application to search for individuals who have had an encounter with a facility connected to the ADT network. Multiple Search Lists can be created if needed.

Missing Persons Report: a log of each individual in a Search List indicating whether or not they have been found to have had an encounter with a facility connected to the ADT network, as well as when and where the encounter occurred. Each Search List corresponds to one Missing Persons Report.

5 User Access

5.1 First Time Login

There are two environments: STAGE, which is used for training, and PRODUCTION, which is used for actual response. The steps for access are the same for both environments, though your system administrator may restrict access, particularly when the PRODUCTION site is not activated for a response. To access Missing Persons, your Administrator must create a user account for you in the STAGE or PRODUCTION environment, or both. Once your account has been created, you will receive an email notification like the one below. The [ORGANIZATION] and [link] will vary based on your Executive Sponsor. Within the email, select the hyperlink provided.

Your [ORGANIZATION] account has been created; your username is [username]. To log in, click the link [link] and complete the steps to finish setting up your account. If the link above is not clickable, please copy and paste the URL into your browser's address bar. This link is valid for the next 1 hour(s). If the above link has expired, you can click Forgot Password on the Login screen [link] to receive a new link.

Sincerely,
The Team at [ORGANIZATION]



Tip! Make sure that you allow email from no-reply@ainqapps.com in your email permissions. Otherwise, emails may end up in your junk/spam folder. The link is only valid for an hour. If the link expires, follow the Password Reset process in section 5.2

Create a password, noting password requirements: *Passwords must contain a minimum of 10 character(s), 1 number(s), 1 lowercase letter(s), 1 uppercase letter(s), and 1 symbol(s).*

Passwords should include a minimum of 10 characters. In addition, it must include a combination of at least 4 letters and numbers, a minimum of 1 lowercase letter, 1 uppercase letter, 1 number and 1 symbol.

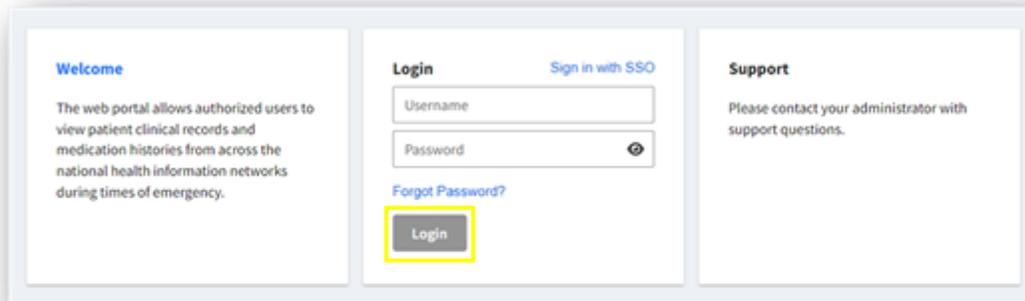
New Password

Confirm New Password

Submit

Once you have successfully created your password, you will be directed to the login page. Enter your username and new password where indicated. When finished, select “Login.”

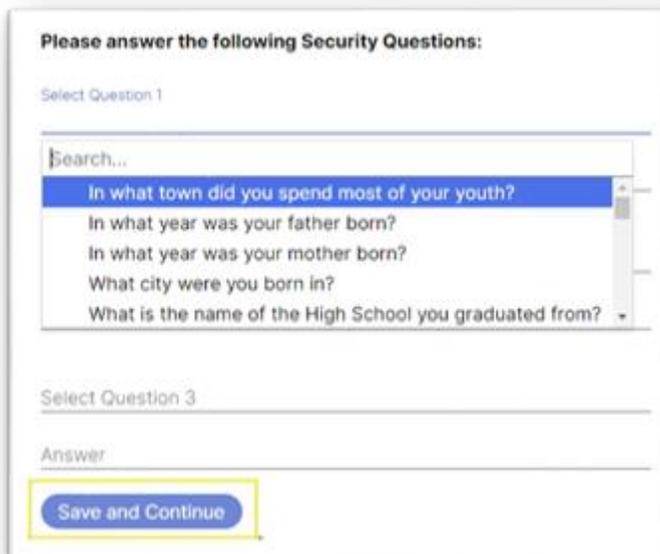
MISSING PERSONS USER GUIDE



The screenshot shows a login interface with three columns. The left column is titled "Welcome" and contains text about the web portal. The middle column is titled "Login" and includes a "Sign in with SSO" link, "Username" and "Password" input fields, a "Forgot Password?" link, and a "Login" button highlighted with a yellow box. The right column is titled "Support" and contains text about contacting an administrator.

You will then be directed to the Terms of Use. Please read the Terms of Use for information regarding the legal uses of the system. To navigate to the next page, select the "I Agree" button at the bottom of the page. You will be required to re-review and agree to the Terms of Use if your account gets reactivated after being inactivated or when the Terms of Use language has been updated.

You will be directed to the Security Questions Page. Select three security questions from the drop-down options and enter your responses into the "Answer" field. Once completed, select the "Save and Continue" button. These security questions will be used if you forget your password in the future and need to reset it.



The screenshot shows a "Please answer the following Security Questions:" form. It includes a "Select Question 1" dropdown menu with a search bar and a list of questions: "In what town did you spend most of your youth?", "In what year was your father born?", "In what year was your mother born?", "What city were you born in?", and "What is the name of the High School you graduated from?". Below this is a "Select Question 3" dropdown and an "Answer" field. A "Save and Continue" button is highlighted with a yellow box.



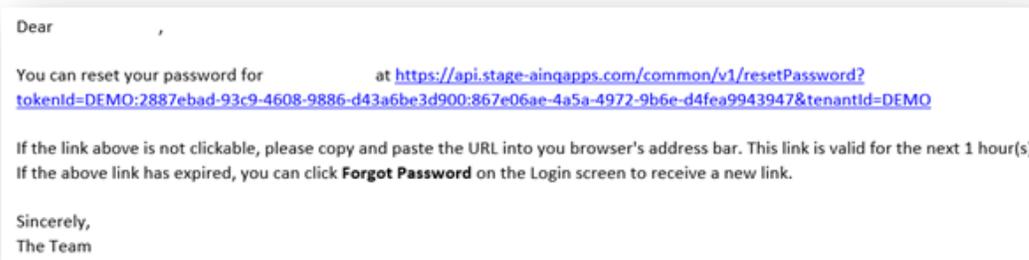
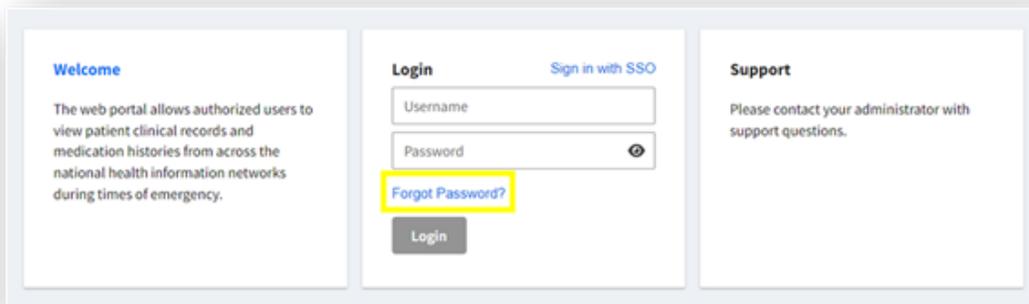
Note: Answers to the security questions are case sensitive.

5.2 Password Reset

To reset a forgotten password, navigate to the homepage. Select the “Forgot Password” button on the login screen.

Enter your username where indicated and select “Request Password.”

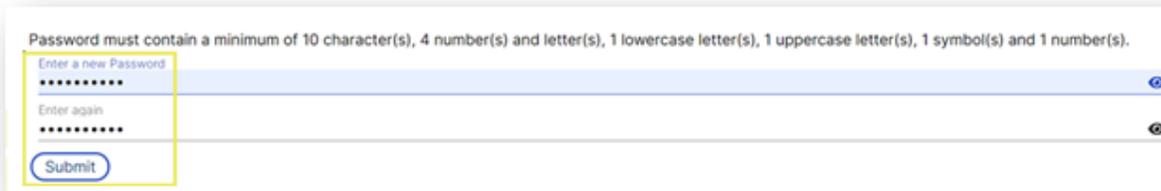
You will receive an email titled “Request to Reset Password.” Select the hyperlink within the email.



This will bring you to a page asking for the answer to one of the security questions you set up during the account creation process. Type in your answer. When finished, select “Next.”



If a User forgets the answers to their security questions, an Administrator can reset their account. Resetting a user account allows the user to choose new security questions.



If you successfully answer the security question, you will be redirected to the Set Password screen, where you can create a new password. When finished, select “Submit.”

After selecting “Submit,” you will be redirected to the login screen where you can enter your new password along with your username.

The Password Reset workflow is available for users who have forgotten their password, but still know their username. If you forget both your username and password, please contact your Administrator for assistance.

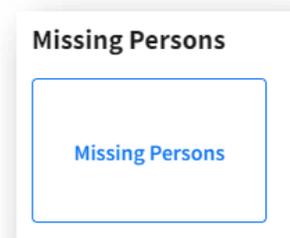
5.3 Password Expiration

Passwords for Administrators roles will expire after 90 days. Passwords for all other roles will expire after 60 days. Users will receive emails beginning seven days prior to expiration. Once the password expires, the users will not be able to login until the password is reset by clicking the “forgot password” workflow.

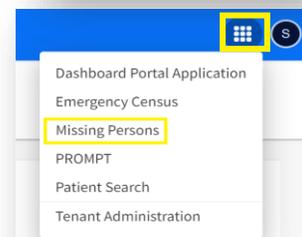
6 Missing Persons Access and Navigation

6.1 Accessing Missing Persons

Once logged in, you will land on a Dashboard displaying the application(s) available to you based on your role(s). Click on the “Missing Persons” box to go to the application.



You can also navigate to Missing Persons by selecting Missing Persons from the apps icon (“Waffle menu”) in the top-right corner of the screen.



7 Missing Persons Homepage

From the Missing Persons Homepage, you will be able to view and edit all Search Lists that have been created by other Missing Persons Users within your Organization. You will also be able to view all Missing Persons Reports for each Search List within your Organization.

You will also be able to create new Search Lists, which will be viewable and editable by other Missing Persons Users within your Organization. All Missing Persons Reports that are generated by these Search Lists will be viewable by other Missing Persons Users within your Organization.

Missing Persons Users cannot view, create, or edit Search Lists for any sub-organizations.

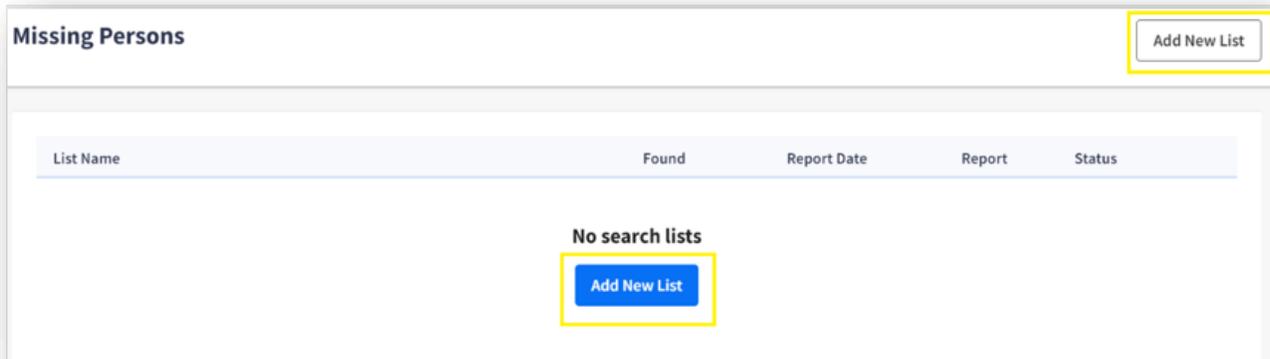
For additional detail on how Missing Persons Users will use Missing Persons, please reference:

- Section 7.1: Create a new Search List
 - Section 7.1.1: Create a New Search List Without a Missing Persons File
 - Section 7.1.2: Create a New Search List With a Missing Persons File
- Section 7.2: Errors in Missing Persons and Search Files
- Section 7.3: View Existing Search List Details
- Section 7.4: Edit an existing Search List
 - Section 7.4.1: Update Search List Name, Event, and Description
 - Section 7.4.2: Add Missing Persons File
- Section 7.5: View Missing Persons Report
- Appendix A: Missing Persons File Demographic Matching Quick Guide

7.1 Create a New Search List

7.1.1 Create a new Search List Without a Missing Persons File

You can start to create a new Search List by selecting the “Add New List” button on the Missing Persons Homepage.



To successfully create a new Search List, you must add a List name and an Event.

- List Name Requirements:
 - 8 – 50 characters
 - Letters, numbers, and the following special characters are allowed: @#%\$%^&*()+;:'",.<>?
 - Leading and trailing whitespace is not allowed
 - Must contain at least 1 letter

An Active or Inactive Event must be selected from the drop down. You can only choose Events that are associated with your Organization. See the Administrator User Guide for more information on Event Management.



Note: If an Inactive Event is selected, the Missing Persons Report will not run until the Event status is changed to Active. See section 7.5 for more information.

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If your Organization has NO associated Active or Inactive Events, you will not be able to select an Event or move forward in the workflow.

A description can also be included, but is not required:

- You can use this field to record any information that you may find helpful to reference later or to help communicate important information to other Missing Persons Users who may interact with that Search List.
- Any information entered in this field is not persisted anywhere other than on the screen. It will not be possible to recover removed/changed text via the Missing Persons application, reporting, or audit logs.

If you do not have the necessary demographic information to create a Missing Persons File at this time (see Appendix A for more information on populating a Missing Persons File), you can select “Save” to create a new Search List without adding the Missing Persons File. The Search List will appear in the Missing Persons table with a Status of “Awaiting Records”.

You can add multiple Missing Persons Files (one at a time) to this Search List following the steps in section 7.4.2, as well as create new Search Lists following the steps above or in section 7.1.2.

Note: If you wish to exit the workflow, select “Cancel” to be returned to the Missing Persons homepage. Any information you added into the New List screen will not be saved.

The 'New List' form includes a 'List Name*' field with a placeholder 'Enter search name' and a character count 'Enter 8-50 characters'. Below it is an 'Event*' dropdown menu with a red border around the selection area. A text input field with a placeholder 'Type a value' is visible below the dropdown. At the bottom right, there is a character count '0/400'.

This screenshot shows the 'Description (Optional)' field highlighted with a yellow border. The description text reads: 'This is an optional field that can be used to record any information that may be helpful to reference later or to help communicate important information.' Below this is the 'Upload List' section, which includes instructions to use a template to create a missing person CSV file, a link to 'Download a template CSV file', and a note: 'NOTE: Uploading a new file will add to the existing list.' There is a dashed box for file upload with the text 'Drag your file here or Browse File'. At the bottom are 'Save' and 'Cancel' buttons.

List Name	Found	Report Date	Report	Status
Example Missing Persons List 1	50 of 110	06/01/2023 5:44 PM		Completed
Search List 2	5 of 10	06/01/2023 5:56 PM		Completed
Demo Test 4				Awaiting Records



Note: Search Lists that have been created without an attached Missing Persons File will appear at the bottom of the table in the order that they were created (oldest on top).

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7.1.2 Create a New Search List With a Missing Persons File

If you have the necessary missing persons demographic information, you can add a Missing Persons File while creating a Search List.

Download a template .CSV Missing Persons File to populate with demographic information that will be used when finding missing persons. For more information on generating a Missing Persons File and additional detail around these validations, please see section 7 and Appendix A.

Enter as much demographic information to the .CSV Missing Persons File as available for each missing person.

Upload the Missing Persons File by dragging it into the box or browsing for it.

The screenshot shows a form titled "List Name*" with the following fields and sections:

- List Name***: A text input field containing "Demo Test 1". Below it, a note says "Enter 8-50 characters".
- Event***: A dropdown menu with "test" selected.
- Description (Optional)**: A text area containing the text: "This is an optional field that can be used to record any information that may be helpful to reference later or to help communicate important information." A character count "154/400" is visible at the bottom right of this section.
- Upload List**: A section with the text "Use the template to create a missing person CSV file. Complete all required fields based on formatting guidelines." and a link "Download a template CSV file".
- NOTE**: "Uploading a new file will add to the existing list."
- Upload Area**: A dashed box containing a cloud icon and the text "Drag your file here or Browse File".
- Buttons**: "Save" and "Cancel" buttons at the bottom.

Once the file has been successfully uploaded, the file name will appear above the box. Click "Save" to create a new Search List from that Missing Persons File.

The screenshot shows an "Edit List" form with the following fields and sections:

- List Name***: A text input field containing "Demo Test List". Below it, a note says "Enter 8-50 characters".
- Event***: A dropdown menu with "Test Event" selected.
- Description (Optional)**: A text area containing the text: "This is an optional field that can be used to record any information that may be helpful to reference later or to help communicate important information." A character count "153/400" is visible at the bottom right of this section.
- Upload List**: A section with the text "Use the template to create a missing person CSV file. Complete all required fields based on formatting guidelines." and a link "Download a template CSV file".
- NOTE**: "Uploading a new file will add to the existing list."
- Upload Area**: A dashed box containing a cloud icon and the text "Drag your file here or Browse File".
- Buttons**: "Save" and "Cancel" buttons at the bottom.

The screenshot shows the "Upload List" section of the form, highlighting the file name and the upload area:

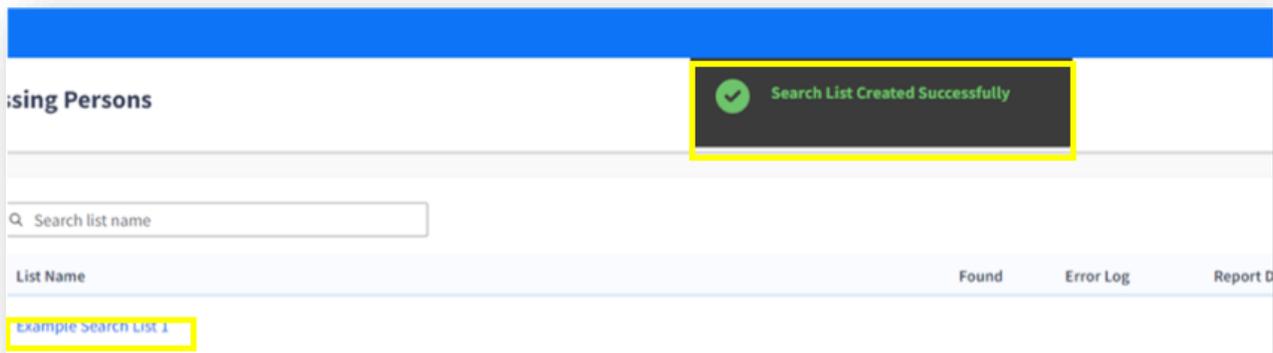
- Upload List**: A section with the text "Use the template to create a missing person CSV file. Complete all required fields based on formatting guidelines." and a link "Download a template CSV file".
- NOTE**: "Uploading a new file will add to the existing list."
- File Name**: A box above the upload area containing the text "missing-persons-template.csv X".
- Upload Area**: A dashed box containing a cloud icon and the text "Drag your file here or Browse File".
- Buttons**: "Save" and "Cancel" buttons at the bottom.

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Important Notes when Creating a New Search List:

- All missing persons being added to a Search List must be added via a Missing Persons File upload.
- While only 1 Missing Persons File can be added at a time, you can edit the Search List after it has been created. Add additional missing persons to the Search List by adding additional Missing Persons Files (see section 7.4.2).
- While there is no maximum number of missing persons that can be added in a single Missing Persons File, the larger the File, the longer it may take to upload and process. Similarly, the larger a Search List is, the longer it may take to run a report.
- Once the Missing Persons File is submitted, a record cannot be edited or removed from the Search List. If changes are needed, you must upload a new file with the updated information for the missing person. The Missing Persons Report will show information for both the original and updated missing person (if available).
- The Missing Persons application will not prevent duplicate missing persons from being added to a Search List. If a duplicate is added, you will see the same information for all duplicate entries in the Missing Persons Report.

You will receive a notification that the Search List was created successfully and will be able to view the new Search List in the Missing Persons table.



You can add more Missing Persons Files (one at a time) to this Search List following the steps in section 7.4.2, as well as create new Search Lists following the steps above or in section 1.1.1.

If, for any reason, the Search List is not created successfully, you will receive an error message. See sections 7.2 and 8 for more information on error messages. Correct any errors and attempt to create the Search List again. If, after a few attempts, you are still receiving an error message, contact your System Administrator for assistance.

If any record on the Missing Persons File contains errors, or does not contain the minimum demographics combination required, that record will **not** be added to the Search List, and must be uploaded again on a new Missing Persons File once corrected. For more information on demographics, the Error Log, and correcting records, see section 7.2 and Appendix A.

7.2 Errors in Missing Persons and Search Files

If an error is detected in a record in a Missing Persons File, it will not be included in the Search List and will be reflected in the Error Log.

Each time you upload a Missing Persons File, it is recommended that you check the Error Log. The system does not provide an alert if there are errors in the upload. The Error Log can be found by clicking on the name of the Search List (See section 7.3).

List Name	Found	Report Date	Report	Status
Demo Test 2				Awaiting Records
Demo Test 1				Awaiting Records

The popup will display the number of errors found in the Missing Persons File, and provide a link to download a .CSV with the errors detailed. Click the red CSV icon to download the Error Log. The errors are detailed beginning in Column N.

# of Demographics	# of Errors	Error Log	File Status
1	1		READY
4	1		READY

Error messages include: Missing minimum number of fields, ZIP Code must contain 5 or 9 digits, phone must contain 10 digits, or DOB is not valid.

Correct the errors and re-upload the .CSV as a new Missing Persons File to be added to the Search List. See Appendix A for more information on creating a Missing Persons File.



Note: Only include the corrected records from the Error Log in the new Missing Persons File, otherwise there will be duplicates from the previously uploaded Missing Persons File already in the Search List.

7.3 View Existing Search List Details

You can view Search List details by clicking on the List Name from the Missing Persons table.

List Name	Found	Report Date	Report	Status
Demo Test 2				Awaiting Records 
Demo Test 1				Awaiting Records 

From here, you will be able to view:

- Search List Name
- Event: the Event that the Search List is associated with
- File Number: this number is systematically assigned to a file when it is uploaded. Numbers are assigned sequentially, starting with 1.
- Username: the username of the user that uploaded the file
- Date: the timestamp of when the file was added to the Search List by the Missing Persons User
- # of Demographics: the total number of missing persons that were successfully added to the Missing Persons Report. This number does not include any errored missing persons.
- # of Errors: the total number of missing persons that were not added to the Missing Persons Report due to not passing demographic validations. For more info on validations and the error messages a Missing Persons User may receive, section 8 and Appendix A.
- Error Log: file that contains the details of why demographics for a missing person did not pass demographic validations. You can add or correct information as instructed in section 7.2, and add new file with corrected information by editing the existing Search List (section 7.4).
- File Status
 - In Progress: file is in the process of being loaded
 - Complete: file was successfully loaded, any non-errored missing persons will be searched for in next report run.
 - Error: there was a systematic error that prevented any of the missing persons contained in the file from being added to the next report run. The Missing Persons User should reattempt to upload the file, and if still experiencing issues after 2 attempts, contact their administrator for assistance.

Demo Test 1 ✕

This is an optional field that can be used to record any information that may be helpful to reference later or to help communicate important information.

Event: TESTEVENT

File Number	Username	Date	# of Demographics	# of Errors	Error Log	File Status
1	sbucher	06/30/2023 3:59 PM	30	2		Complete

7.4 Edit an existing Search List

After a Missing Persons Search List is created, it can be edited by selecting the edit icon to the right of the Status column.

Missing Persons Add New List

List Name	Found	Report Date	Report	Status	
Demo Test 1				Awaiting Records	
Demo Test 2				Awaiting Records	

7.4.1 Change Search List Name, Event, Description

By editing the Search List, a Missing Persons User can change:

- Search List Title
- Search List Event
- Search List Description

Any changes made to these fields, once saved, will override what was previously entered.

Edit List

List Name*
Demo Test 1 Edit
Enter 8-50 characters

Event*
test-3-18

Description (Optional)
Updating the Description field
30/400

Upload List
Use the template to create a missing person CSV file
Complete all required fields based on formatting guidelines.
[Download a template CSV file](#)

NOTE: Uploading a new file will add to the existing list.

Drag your file here or [Browse File](#)

Save Cancel

7.4.2 Add a Missing Persons File to an Existing Search List

By editing an existing Search List, you can also **add** missing persons to a Search List by uploading a new Missing Persons File. You can only add one new Missing Persons File per edit.

To add a Missing Persons File to an existing Search List, select the edit column to the right of the Status column

Missing Persons Add New List

Search list name

List Name	Found	Report Date	Report	Status	
Demo Test 1				Awaiting Records	
Demo Test 2				Awaiting Records	

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Upload a Missing Persons File by dragging it into the box or browsing for it.

Edit List

List Name*
Demo Test List
Enter 8-50 characters

Event*
Test Event

Description (Optional)
This is an optional field that can be used to record any information that may be helpful to reference later or to help communicate important information.

153/400

Upload List
Use the template to create a missing person CSV file
Complete all required fields based on formatting guidelines.
[Download a template CSV file](#)

NOTE: Uploading a new file will add to the existing list.

Drag your file here or [Browse File](#)

Click “Save” when the file appears above the box.

Upload List
Use the template to create a missing person CSV file
Complete all required fields based on formatting guidelines.
[Download a template CSV file](#)

NOTE: Uploading a new file will add to the existing list.

missing-persons-template.csv X

Drag your file here or [Browse File](#)

Save Cancel

If you receive an error message when trying to upload a Search List, click the “x” next to the file name and check the error message at the bottom of the upload box. For more information on these errors, see section 8. After correcting the issue, if the error persists, contact your administrator.

Upload List
Use the template to create a missing person CSV file
Complete all required fields based on formatting guidelines.
[Download a template CSV file](#)

NOTE: Uploading a new file will add to the existing list.

QualityFilePass.csv X

Drag your file here or [Browse File](#)

Invalid Column Names



Note: Adding a Missing Persons File to an existing Search List will add all of the records in the file to the Search List. The Missing Persons application will not prevent duplicate records from being added to a Search List. The Missing Persons Report will show information for both the original and updated missing persons from the Search List (if available).

7.5 View Missing Persons Report

If the Event the Search List is associated with is Active, two separate activities initiate a Missing Persons Report to run:

1. **Scheduled Event:** the Missing Persons Report will be scheduled to run automatically at regular intervals. All missing persons that have been successfully added to the Missing Persons Report at the time the scheduled event starts will be searched for.

Note: if a Missing Persons File does not have a status of Complete at the time the scheduled event starts, the missing persons on that file will NOT be included in the scheduled search.

2. **Addition of Missing Persons File:** when a new Missing Persons File is successfully added to a new or existing Search List, the Missing Persons application will search for the **new** individuals added to the Search List. The entire Search List will be searched for at the next scheduled event.

If the Event the Search List is associated with is Inactive, a Missing Persons Report will not be run in either scenario above. However, if the Event is moved into an Active status, the Missing Persons Report will be run during the next scheduled event.

Lookback Period

The Missing Persons Report will search ENS for any event type associated with that missing person that occurred 2 weeks or less from the time they were successfully added to the Search List.

Missing Persons Report Summary

From the Missing Persons Homepage, a Missing Persons User will be able to see:

- Found: the total number of found missing persons out of the total number of missing persons on the Search List.
- Report Date: the date and time the most recent report was available to be downloaded.
- Report: file that contains the details of the Missing Persons Report. Click the icon to download the Missing Persons Report.
- Status:
 - Awaiting Records: a Search List has been created, but does not contain any records with demographic information
 - Searching: this status will display when missing persons are actively being searched for. This can indicate either a full search (initiated by the Scheduled Event) or a partial search (initiated when a Missing Persons File is added).
 - Completed: the Missing Persons Report is ready to be downloaded.
 - Error: there was a systematic error that prevented the Missing Persons Report from being run.

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- Paused: if the Event a Search List is associated with is in an Inactive or Completed status, the Missing Persons Report will not run.

Missing Persons					Add New List
List Name	Found	Report Date	Report	Status	

7.6 Missing Persons Report Details

The Missing Persons report checks individuals in the Search List against the Encounter Notification Service (ENS) to see if any missing persons have had any recent inpatient admissions, discharges, and/or transfers at participating emergency departments, health care facilities, or alternate care sites, including those leveraging the Emergency Census application.

The Missing Persons Report contains the following information for each missing person:

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Report Field	Description
Status	Found or Not Found (Found = ADT event for missing person in ENS, Not Found = no ADT event for missing person in ENS or not enough demographic information to make a successful match)
First Name	First Name of missing person as added in the Missing Persons File
Middle Name	Middle Name of missing person as added in the Missing Persons File (if applicable)
Last Name	Last Name of missing person as added in the Missing Persons File
DOB	DOB of missing person as added in the Missing Persons File (if applicable)
Gender	Gender of missing person as added in the Missing Persons File (if applicable)
Address Line 1	Address Line 1 of missing person as added in the Missing Persons File (if applicable)
Address Line 2	Address Line 2 of missing person as added in the Missing Persons File (if applicable)
City	City of missing person as added in the Missing Persons File (if applicable)
State	State of missing person as added in the Missing Persons File (if applicable)
Zip Code	Zip Code of missing person as added in the Missing Persons File (if applicable)
Phone	Phone of missing person as added in the Missing Persons File (if applicable)
SSN	SSN of missing person as added in the Missing Persons File (if applicable)
Insurance	Insurance of missing person as added in the Missing Persons File (if applicable)
Last Seen Facility	Name of the Hospital, Healthcare Facility, Shelter that the missing person was most recently Found at (if applicable)
Latest Event Type	Description of the latest FOUND event type
Latest Event Time	Time of latest FOUND event type
Admit Time	Admit Time in latest FOUND event (if applicable)
Discharge Time	Discharge Time in latest FOUND event (if applicable)
Discharge Disposition	Discharge Disposition in latest FOUND event (if applicable)
Discharge to Location	Discharge to Location in latest FOUND event (if applicable)
Patient Death Indicator	Patient Death Indicator in latest FOUND event (if applicable)
Patient Death Time	Patient Death Time in latest FOUND event (if applicable)
Patient Class	Patient Class in latest FOUND event (if applicable)
Added Time	The time the missing person was added to the Search List
Search Time	The most recent time the missing person was searched for
Initial Found Time	The time the missing person was first moved to a "FOUND" status (if applicable)
Search Count	The total number of times the missing person has been searched for
Error	Yes or Blank: this field will be used by the support team to help troubleshoot if needed. If a missing person has an error for 2+ searches, please contact your administrator for additional assistance.



Note: Information from A08 (Update Patient Info) or A31 (Update Person Info) will not be displayed on the report. These ADT types appear in ENS, but have been filtered from the report.

If an individual is found as a result of Check-In or Check-Out within Emergency Census, the information reported will appear as:

- Latest Event Type: Registration (if Check-In) or Discharge (if Check-Out).
- Latest Event Time: Check-In Time or Check-Out Time.
- Admit Time: Used only for hospital encounters. Check-Ins in Emergency Census will not populate this field.
- Discharge Time: Check-Out Time (same as Latest Event Time) if Check-Out has occurred.

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- Discharge to Location:
 - If Check-Out Destination = Other, Check-Out Location as entered by Emergency Census User.

Check-Out Destination

Last Name	First Name	DOB	Gender	Check-Out Destination
Cassin	Caterina	08/28/1976	Male	Other

Check-Out Location
Assisted Living Facility

- If Check-Out Destination = Deceased, Transferred to as entered by Emergency Census User. The Patient Death Indicator and Patient Death Time column will also reflect this and say "Yes;" the Patient Death Time Column will reflect the date inputted. Emergency Census defaults the death time to 00:00 on the date for which the death is reported.

Check-Out Destination

Last Name	First Name	DOB	Gender	Check-Out Destination
Cassin	Caterina	08/28/1976	Male	Deceased

Date of Death
06 / 28 / 2023

Transferred To
City Morgue

- If Check-Out Destination selected by Emergency Census User = Home, field will be blank.

Check-Out Destination

Last Name	First Name	DOB	Gender	Check-Out Destination
Cassin	Caterina	08/28/1976	Male	Home

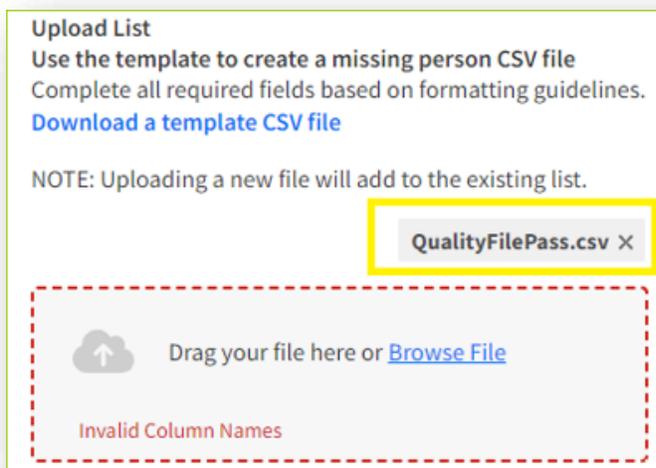
For more information on Emergency Census and Check-In and Check-Out, see the Emergency Census User Guide.

8 Missing Person File Validations

When a Missing Persons User attempts to add a Missing Persons File to the Search List, either through creating a new Search List or editing an existing Search List, the following validations will be performed:

1. File Format: Missing Persons File must be in a .CSV file format
 - Error Message: **Invalid file type**
2. File Columns: all columns must be present, and in the same order as the sample file
 - Error Message: **Invalid Column Names**
3. File Quality: at least 20% of all missing persons being added must pass both demographic validations - field combinations and field validations – outlined [here](#).
 - Error Message: **Unable to upload file. Update CSV file to include minimum demographic information and upload the file again.**

If you receive any of the errors above, you must remove the errored file by selecting the “x” next to the file name before proceeding to correct the issue and retry.



Appendix A: Missing Persons File Demographic Matching Quick Guide

This guide will provide instructions for populating the Missing Persons .CSV File template that is used to add missing persons demographics into a Missing Persons Search List.

Missing Persons File: Demographic Combination Validation

One of the following combinations of demographic information must be entered for each missing person on the Missing Persons File. These are the **minimum combinations**. Additional information can – and should – be entered for each missing person if available. **You should complete all fields for which you have reliable information.**

These combinations have been proven to be the most effective when matching missing persons with information received from hospital and other healthcare facilities.

- First Name + Last Name + DOB + Address Line 1 + ZIP
- First Name + Last Name + DOB + Address Line 1 + City + State
- First Name + Last Name + DOB + Phone
- First Name + Last Name + DOB + Address Line 1 + ZIP + Phone
- First Name + Last Name + DOB + Address Line 1 + City + State + Phone
- First Name + Last Name + DOB + Insurance
- First Name + Last Name + DOB + SSN
- First Name + Last Name + SSN + Address Line 1 + ZIP
- First Name + Last Name + SSN + Address Line 1 + City + State
- First Name + Last Name + SSN + Phone
- First Name + Last Name + SSN + Address Line 1 + ZIP + Phone
- First Name + Last Name + SSN + Address Line 1 + City + State + Phone
- First Name + Last Name + SSN + Insurance
- First Name + Last Name + DOB + Insurance
- First Name + Last Name + Phone + Insurance
- First Name + Last Name + Address Line 1 + ZIP + Insurance
- First Name + Last Name + Address Line 1 + City + State + Insurance
- First Name + Last Name + Address Line 1 + ZIP + Phone + Insurance
- First Name + Last Name + Address Line 1 + City + State + Phone + Insurance

For each individual you are searching for, you must submit one of the combinations above. Every record in a Missing Persons File does NOT have to contain the SAME combination, but must contain one of the minimum combinations. For instance, you can submit First Name + Last Name + DOB + Insurance for one individual, and First Name + Last Name + SSN + Phone for another individual in the same Missing Persons File.

Missing Persons cannot conduct a search if one of the minimum combinations of demographics are unavailable. If a missing person does not have enough information entered to meet the minimum field combination validation, they will appear on the Error Log with the error message: “Missing minimum number of fields.”

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If a person appears on the Error Log, that person has **not** been added to the corresponding Search List. To successfully add that person to the Search List, you must correct the error(s) and upload another Missing Persons File. See the Missing Persons User Guide Section on the Error Log and Editing and Existing Search List for more information.

Missing Persons File: Demographic Field Validations

In addition to ensuring that enough demographic information is entered for each missing person to make a match, the Missing Persons application validates the quality of the demographic information.

Each field that is entered for a missing person will be reviewed against the below validations. If a field does not pass validation, that missing person will appear on the Error Log with a specific error message so that you can fix the error and resubmit the record.

Demographic Field	Required?	Validations	Validation Message
First Name	Yes	1+ letter	First Name must contain at least 1 letter
		Lower or Capital Case	
		Special characters, spaces allowed as long as there is at least 1 letter	
Middle Name	No	1+ letter	Middle Name must contain at least 1 letter
		Lower or Capital Case	
		Special characters, spaces allowed as long as there is at least 1 letter	
Last Name	Yes	1+ letter	Last Name must contain at least 1 letter
		Lower or Capital Case	
		Special characters, spaces allowed as long as there is at least 1 letter	
DOB	No	MM/DD/YYYY (+ others if easy to implement)	DOB is not valid
Gender	No	Male, Female, Unknown, Other, M, F, U, O	Gender is not valid
Address Line 1	No	1+ letter or digit	Address 1 must contain at least 1 letter or digit
		Lower or Capital Case	
		Special characters, spaces allowed	
Address Line 2	No	1+ letter or digit	Address 2 must contain at least 1 letter or digit
		Lower or Capital Case	
		Special characters, spaces allowed	
City	No	1+ letter	City must contain at least 1 letter
		Lower or Capital Case	
		Special characters, spaces allowed	
State	No	Valid State/District/Territory	State is not valid
Zip Code	No	5 or 9 digits	Zipcode must contain 5 or 9 digits
		Special characters, spaces allowed as long as there is 5 or 9 digits	
Phone	No	10+ digits	Phone must contain at least 10 digits
		special characters, spaces allowed	
SSN	No	4 or 9 digits	SSN much contain 4 or 9 digits
		special characters, spaces allowed	
Insurance		1+ letter or digit	Insurance must contain at least 1 letter or digit
		Lower or Capital Case	
		Special characters, spaces allowed as long as there is at least 1 letter or digit	

Important Notes and Tips

Missing Persons will accept variations on spellings and combinations between records, as long as each record contains a minimum combination of demographics and the demographics pass the field validations.

Combinations and spellings do not have to be consistent throughout records on a Missing Persons File.

For instance, one record may contain a 5-digit ZIP code, another may contain a 9-digit ZIP code with hyphens, and another may contain a 9-digit ZIP code without hyphens. All of these will be accepted in the same Missing Persons File and added to a Search List as long as each record contains a minimum combination of demographics and the demographics pass the field validations.

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Demographic	Summary Notes and Tips
<p>First Name (required)</p> <p>Middle Name</p> <p>Last Name (required)</p>	<p>If you are not certain of an individual’s name, avoid guessing or inputting information that may be incorrect. It is better to input a correct initial or partial name than guessing an incorrect name.</p> <p>Slight variations on spelling and phonetically similar names will <i>likely</i> be matched (e.g. Smith, Smithe, Smythe and Thomas, Tom, and Thom). If you are not sure if an individual’s name is Francis or Frances, you can enter either of the two, or you can enter “Franc.” If using an initial, it does not matter whether you include or omit a period after the initial. Use or absence of a period after an initial does not need to be consistent throughout the file.</p> <p>Hyphens and other special characters are accepted.</p>
<p>Date of Birth (DOB)</p>	<p>It is unlikely that an individual will be matched if an incorrect Date of Birth (DOB) is entered. If you are not certain of an individual’s DOB, avoid inputting it and utilize one of the combinations that do not rely on entering DOB.</p> <p>DOBs must be submitted in the format of month/day/year.</p> <p>Many DOBs in the mm/dd/yyyy begin with a 0. Missing Persons will accept DOBs with or without a leading 0 for month and day. For example, 01/01/2000, 1/1/2000, 01/1/2000, and 1/01/2000 are all acceptable. Use of or omitting a leading 0 does not need to be consistent throughout the file.</p>
<p>Gender</p>	<p>Gender can be omitted if you have other robust demographics, or entered as “Unknown” or “U” if you are not certain. It is better to enter “Unknown” or “U” than to guess an individual’s gender. Only enter gender if you are certain of the individual’s gender.</p>
<p>Address Line 1</p> <p>Address Line 2</p>	<p>If you are not certain of an individual’s address, avoid guessing or inputting information that may be incorrect. It is better to enter known information, even if partial, and avoid dummy values such as house numbers and street names. For</p>

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	<p>example, if you know the individual lives at 500 Maple, but are not sure if it is Maple Street or Maple Avenue, only input “500 Maple.” If you are not sure of the house number, you should only input “Maple.”</p> <p>All variations and abbreviations for street names, apartment, and unit numbers are accepted. Use of variations and abbreviations does not have to be consistently applied throughout the file.</p>
State	State can be entered as the two-digit state or territory code, or the full state or territory name.
ZIP Code	<p>Both 5- and 9- digit ZIP codes are accepted. Use of 5- and 9-digit ZIP codes for different records in the same File is acceptable.</p> <p>9-digit ZIP codes are accepted with or without hyphens.</p> <p>Some ZIP codes begin with a 0. The system does not accept 4 digit ZIP codes and thus the leading 0 must be present in the file. Ensure that columns are formatted appropriately (e.g., as text rather than a number) in the .CSV, or the 0 may be dropped, resulting in an invalid field.</p>
Phone	Phone numbers must include at least 10 digits, and are accepted with or without hyphens.
Social Security Number (SSN)	<p>You may enter a full 9-digit Social Security Number (SSN), or the last 4 digits of a SSN. Both are accepted. Use of both 4- and 9- digit SSNs for different records in the same File is acceptable.</p> <p>9-digit SSNs are accepted with or without hyphens.</p> <p>Some SSNs begin with a 0. The system does not accept SSNs that are not 4- or 9-digit and thus the leading 0 must be present in the file. Ensure that columns are formatted appropriately (e.g., as text rather than a number) in the .CSV, or the 0 may be dropped, resulting in an invalid field.</p>

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Insurance	<p>For best results using the Insurance field, enter the Insurance “Identifier”. This typically will appear on an insurance card as a string of alphanumeric digits called: Medicare Number, Member ID, Enrollee ID, Employee ID, ID #, Policy Number.</p> <p>Do not enter Group Number or Issuer Name.</p>
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Appendix B: TERMS OF USE (for individual Authorized Users)

Terms of Use (ToU) are hosted on the user interface (UI). End users must agree to the ToU upon logging into the UI. ToU are subject to update, and users must agree to them each time they are updated.