

## QUICK TIPS

### E-PLUS SUPPORTS:

- Client care by enabling medical personnel to query for client medication histories and clinical records.
- Client management by enabling SpNs staff to locate clients at other, connected SpNs or healthcare facilities.
- Care coordination by notifying a client's care team that the client was evacuated to a shelter.

State or federal emergency declaration required for system activation. Users will be notified via email upon activation.

For activation questions, contact E-PLUS at [E-PLUS@ahca.myflorida.com](mailto:E-PLUS@ahca.myflorida.com)

Complete User Guides can be found at: [www.ahca.myflorida.com/E-PLUS](http://www.ahca.myflorida.com/E-PLUS)

#### STAGE/TEST SITE: [E-PLUS Stage Environment](#)

E-PLUS test environment is always available to users for training or drill participation.

#### PRODUCTION SITE: [E-PLUS Prod Environment](#)

The E-PLUS production site is only available during declared states of emergency. Access is restricted outside that window.

### APPLICATION REMINDERS:

#### Missing Persons:

- Missing persons files are created by uploading patient demographics that are used to search available data sources. Multiple files can be loaded to one search list.
- First and last name are **required** but always include as much demographic information as available to increase the probability of a match.
- Searches for missing persons upon initial submission and every four hours for the duration of the event.
- The .CSV template is available for download via the Create/Edit List window in the application.

#### Patient Search:

- If no alternate care facilities appear upon login, contact your organization administrator or E-PLUS staff for assistance.
- The following demographics are required: first name, last name, DOB and gender. Always include as much demographic information as is available to increase the probability of returning clinical information.
- If you do not return documents or medications, try adding more pieces of demographics, even if it is just the patient's state.

#### Emergency Census (Shelter Management):

- Shelter Registration data collected by the Intake Module of the State SpNS Registry is transferred to AHCA and uploaded to E-PLUS.
- Data is used to support care coordination for vulnerable populations during times of disaster as case managers and providers can be notified of patient evacuations and locate missing persons.

### PRIVACY AND SECURITY:

Access to E-PLUS is granted based on roles and responsibilities related to the three applications. The following regulations and HIPAA allowances are applicable for the use of E-PLUS during declared emergencies:

**Missing Persons: 45 CFR 164.510(b) and 45 CFR 164.512**

**Patient Search: 45 CFR §§ 164.502(a)(1)(ii), 164.506(c), and the definition of "treatment" at 164.501**

### USER ACCOUNTS:

- To establish an account, contact the E-PLUS inbox.
- Passwords expire every 60 days for end users and every 90 days for organization administrators.
- If you are unsure who in your region/county has access, contact the E-PLUS inbox.