PointClickCare®

Solution Sheet

PULSE: Missing Persons

Locate Missing People.
Improve Health Outcomes in Emergencies.

Leverage North America's most comprehensive care collaboration network to find individuals who have gone missing during or after a disaster.

During and after a disaster, people may be displaced from their families, communities, and care providers. Care teams may be unable to locate their patients to facilitate life sustaining health care services.

Missing Persons is an application within Patient Unified Lookup System for Emergencies (PULSE) that cross-references PointClickCare's vast network of connected facilities to ascertain if missing or displaced individuals such as dialysis or home health patients have been admitted to a hospital, emergency department, or alternate care site.

> " Using the Missing Persons application, we were able to locate nearly half of Florida dialysis patients who had been reported missing during the days following Hurricane Ian in 2022.
>
> **Suzanne Kirayoglu, PhD**
> Florida Agency for Health Care Administration

Features at a Glance

Federal Funding
Partner states and territories have obtained federal funding with assistance from PointClickCare

Full Programmatic Support
24/7 help desk support during activations, dedicated program staff, training materials, and assistance with exercises and drills.
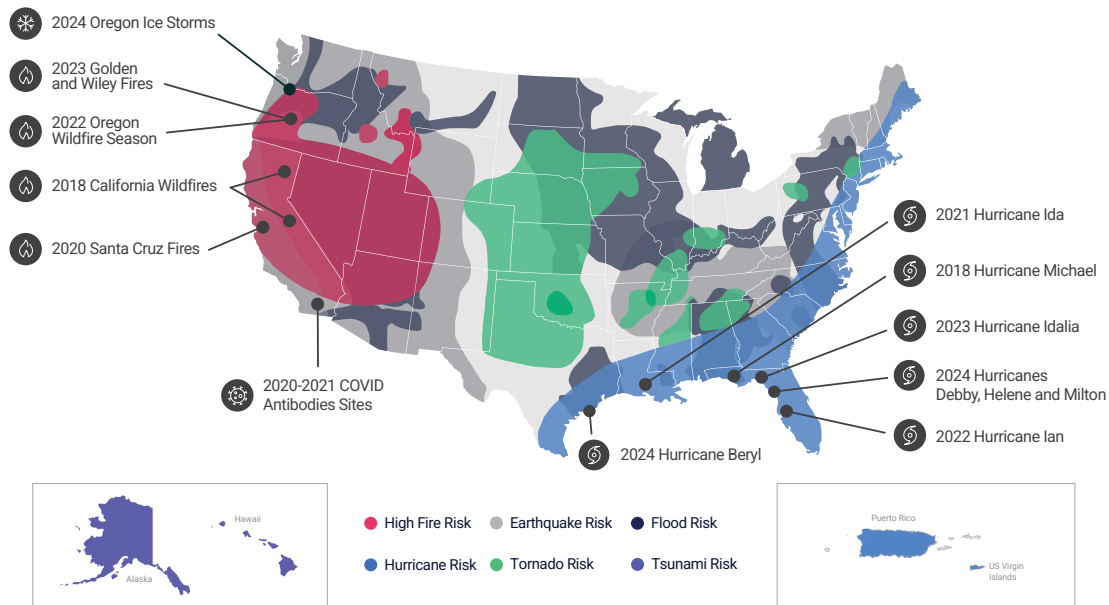
Peer Learning Network
Collaborate and share information with other partners on general program administration, best practices, product enhancements, and more.

Privacy and Security
PointClickCare follows industry best-practices with full HIPAA compliance and HITRUST certification.

2024 Oregon Ice Storms
2023 Golden and Wiley Fires
2022 Oregon Wildfire Season
2018 California Wildfires
2020 Santa Cruz Fires
2020-2021 COVID Antibodies Sites

2021 Hurricane Ida
2018 Hurricane Michael
2023 Hurricane Idalia
2024 Hurricanes Debby, Helene and Milton
2022 Hurricane Ian
2024 Hurricane Beryl

Hawaii
Alaska
Puerto Rico
US Virgin Islands

● High Fire Risk   ● Earthquake Risk   ● Flood Risk
● Hurricane Risk   ● Tornado Risk   ● Tsunami Risk

How Missing Persons Helps Emergency Responders:

Access to the Largest Care Collaboration Network in the U.S

Streamline reunification efforts and reunite families with loved ones and providers after a disaster, public health emergency, or mass casualty incident. Shelter roster data can be combined with hospital and emergency department admission data and cross-referenced against a list of missing persons to identify if individuals have presented to a connected facility, even across state lines.

Safe and Secure Access to Reliable Patient Information

Purpose-built for emergency response and field use, PULSE provides real-time, secure and reliable data on patient encounters with connected facilities with role-based access to ensure sensitive patient data is protected and not inappropriately disclosed.

Note: PULSE Enterprise is also known as Emergency Patient Look-Up System (E-PLUS) in Florida.

For more information email lauren.knieser@pointclickcare.com.

North America's Most Comprehensive Care Collaboration Network

Scan or click code to discover more

PointClickCare is a leading healthcare technology platform enabling meaningful collaboration and access to real-time insights at every stage of the patient healthcare journey.