

SUCCESS STORY:**NYC Emergency Patient Search****A Public Service in Case of Emergency****Healthix Data Provides Single Point of Contact for Finding Missing Loved Ones**

The NYC Department of Health and Mental Hygiene, in collaboration with Healthix, designed the NYC Emergency Patient Search (NYCEPS) Portal to assist the public in city- and state-wide emergencies. After a mass casualty incident, a key concern is locating and assuring the safety of loved ones who may have been affected and cannot be easily reached or located.

NYCEPS queries real-time patient data through Healthix, particularly information from encounters at acute care hospitals and nursing homes – all with the intention of assisting families find their relatives and loved ones.

“We’re leveraging Healthix data to try to help with family reunification after a mass casualty incident... we can help by searching all of the hospitals to see if this person may have shown up at one of the emergency rooms.”

*- Tamer Hadi, Strategic Initiatives Coordinator
Office of Emergency Preparedness and Response
New York City Department of Health and Mental Hygiene*

Having one number and access point where people can call, helps potentially reduce the overwhelming number of phone calls to individual healthcare facilities already overburdened during a crisis.

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