

Health Emergency Ready Oregon

In an emergency, every moment counts.



Information for Emergency Departments

What is HERO Kids Registry?

HERO Kids Registry is a voluntary, no-cost system that lets any Oregon family share critical information about their child's health *before* an emergency. The information can be accessed quickly and easily by emergency medical services (EMS) and hospital emergency department (ED) providers, ensuring they have the information they need, when they need it.

Who is HERO Kids for?

HERO Kids Registry is available to *any* Oregon child or young adult ages 0-26. The Registry is especially useful for medically complex children and young adults who experience chronic health conditions, developmental disabilities and/or mental or behavioral health conditions.

Why should emergency departments access the Registry?

HERO Kids Registry gives EMS and ED providers a head start on understanding a child's medical history and unique needs. The Registry also provides information that can help with care or comfort. **EXAMPLES:** An infant in respiratory distress has a known difficult airway. A child with fever has adrenal insufficiency and requires immediate corticosteroids. A toddler with low oxygen saturation has complex congenital heart disease.

What information might emergency departments get from the Registry?

- Parent or legal guardian contact information
- Approach considerations
- Medical and/or behavioral conditions
- POLST information via the Oregon POLST Registry
- Emergency Protocol Letters
- Emergency Information Forms
- Alerts
- Allergies
- Medications
- Hospital preference
- Safe words

How do emergency departments know if a child or young adult is registered?

- EMS, parent, legal guardian, or young adult provides Registry ID
- There is an Emergency Department Information Exchange (EDIE) notification
- A HERO Kids Registry ID sticker or backpack tag is visible
- ED calls the Registry hotline with a patient's basic demographic information



Example Registry ID Sticker



www.herokidsregistry.org
herokids@ohsu.edu
Business office: 833-770-4376



How do EDs access the Registry, and how quickly is information available?

- The Registry hotline is available 24/7. When an ED calls the hotline and provides a child's demographic information or Registry ID number, information is relayed in less than 90 seconds. **If your ED does not yet have the confidential hotline number, call the Registry business office to get it (number below).**
- Registry information is available in real time through the Emergency Department Information Exchange (EDIE).

Who can access the HERO Kids Registry, and is it secure?

Hero Kids Registry is a secure, HIPAA-compliant database. It is operated by Registry staff trained to comply with all health privacy laws. To protect privacy and confidentiality, only the following people can access the registry:

- A parent or legal guardian who registers the child
- Young adults (aged 15-26) who register themselves
- HERO Kids Registry staff
- EMS and ED providers who are treating the child

Who updates a child's registration?

Parents or legal guardians update their child's HERO Kids Registry information as needed. Young adults who register themselves update their own information. They are encouraged to work with their health care providers to make sure the information is accurate and complete.

How can emergency departments encourage families to use the HERO Kids Registry?

- Offer HERO Kids brochures and flyers in the waiting room and at patient discharge. These materials can be downloaded at www.herokidsregistry.org.
- Include links to HERO Kids registration in MyChart or on after-visit summaries.
- Encourage families to talk with their child's primary or specialty care providers about registering.
- Encourage young adults to talk with their providers about registering.
- Tell ED colleagues about the HERO Kids Registry.

