



Emergency Patient Look-Up System

Hurricanes Helene and Milton After Action Report

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Introduction

Background

On September 26, 2024, Hurricane Helene, a Category 4 storm made landfall in Perry, Florida closely following the paths of two prior hurricanes, Idalia (2023) and Debby (2024). While Helene was expected to bring tremendous devastation to the Big Bend region of Florida, the worst damage occurred in Western North Carolina. In the early part of October, while still activated for Helene, an additional storm formed in the Gulf and moved due East toward the Tampa Bay area. Eventually named Hurricane Milton, this large and powerful storm reached wind speeds of 180 + mph, yet made landfall as a Category 3 storm near Siesta Key on October 9. Milton was projected to move directly across the Florida peninsula, which led to widespread evacuations in preparation for potential flood and wind damage.

System Overview

E-PLUS is a web-based, HIPAA compliant SaaS emergency response tool that enables authorized users to retrieve clinical information during times of disaster. The system is comprised of three applications, Patient Search, Emergency Census, and Missing Persons. Each application is distinct and independent and enables the authorized users to perform the following functions:

- The **Patient Search** application allows authorized users to query patient clinical records and medication fill histories via the national health information exchange networks, including eHealth Exchange, Surescripts, Commonwell and Carequality. This application is primarily utilized in the Special Needs Shelter (SpNS) setting to enable Department of Health medical staff to better care for clients who have evacuated to the SpNS.
- The **Emergency Census** application allows authorized users to check individuals in and out of alternative care sites (ACSs). These encounters are then turned into admit, discharge, transfer (ADT) messages and sent to the Agency's statewide care coordination network called the Encounter Notification Service (ENS). Subscribers to ENS can then be alerted in near real-time when one of their patients or members has been evacuated to a SpNS, improving care coordination during times of disaster.
- The **Missing Persons** application allows authorized users to quickly search the ENS network for persons who have been reported missing as a result of the current emergency. If a missing person is found, E-PLUS provides the user with a report detailing the encounter, improving the response time of connecting families with lost loved ones and health care entities with patients at high risk of a poor health care outcome.

Days of Activation

Hurricane Helene (Category 4, landed in Taylor County)

- E-PLUS was activated on September 23, following Executive Orders 24-208 and 24-209.
- Activation lasted 14 days (Sept 23 – Oct 7).
- 61 counties were under a state of emergency (Broward, Indian River, Martin, Miami-Dade, Palm Beach, and St. Lucie not in Executive Order).
- 83% of counties under a state of emergency had access to at least one application within E-PLUS (Patient Search, Missing Persons, or both).

Hurricane Milton (Category 3, landed in Sarasota County)

- E-PLUS was activated on October 7, following Executive Orders 24-214 and 24-215.
- Activation lasted 15 days (Oct 7 – Oct 22).
- 51 counties were under a state of emergency.
- 71% of counties under a state of emergency had access to at least one application within E-PLUS (Patient Search, Missing Persons, or both).

E-PLUS Utilization During Hurricanes Helene and Milton

Patient Search

Helene

- 46 SpNSs were opened for Helene. Out of those 46 SpNSs, 67% (31 SpNSs) had access to Patient Search.
- 674 clients were checked into SpNSs that had access to Patient Search, yet only 17 (21 including a patient search conducted by Manatee EMS at the Manatee EOC and the three patient searches conducted by Publix pharmacists in Western NC) patient searches were conducted.
- There were 131 Patient Search users activated during Helene, averaging 5 clients per Patient Search user.
- In shelters that used patient search; there were almost 2 (1.8) Patient Search users for every client.
- Only 4 of the 31 SpNSs (13%) that had access to Patient Search used the application:
 - Columbia County: Westside Elementary School
 - Duval County: Atlantic Coast High School
 - Duval County: Legends Community Center
 - Hamilton County: Hamilton County Senior High School
- Each shelter that used Patient Search had a client census under 15.
- Out of the 21 patient searches conducted, one third of them were conducted using only the minimum required demographics, while two-thirds included at least address, zip code, or phone number.
- All patient searches conducted using only the minimum required demographics yielded no results.
- 79% of medication fill histories were returned for users who inputted at least address, zip code, or phone number.
- 36% of documents were retrieved for users who inputted at least address, zip code, or phone number.
- Overall return rates were 52% for medication histories and 24% for clinical documents.

Milton

- 64 SpNSs were opened for Milton. Out of those 64 SpNSs, 58% (37 SpNSs) had access to Patient Search.
- 3,153 clients were checked into SpNSs that had access to Patient Search, yet only 29 patient searches were conducted.
- There were 194 Patient Search users activated during Milton, averaging 16 clients for every Patient Search user.

- In those shelters that used Patient Search, there were 7 clients per Patient Search user or half the overall average.
- Only 8 of the 37 SpNSs (22%) that had access to Patient Search used the application:
 - Brevard County: Viera Community Center
 - Columbia County: Richardson Community Center
 - Duval County: Atlantic Coast High School
 - Duval County: Legends Community Center
 - Hendry County: Nobles Senior Center
 - Pasco County: Mike Fasano Regional Hurricane Shelter (region 1 actor used system)
 - Pasco County: Wiregrass Ranch Sports Complex of Pasco County (a regional actor used system)
- In the SpNSs that used Patient Search, client census ranged from 2 to 206.
- Out of the 29 patient searches conducted, 41% of them were conducted using only the minimum required demographics, while 59% included at least address, zip code, or phone number.
- All patient searches conducted using only the minimum required demographics yielded no results.
- 47% of medication fill histories were returned for users who inputted at least included address, zip code, or phone number.
- 76% of documents were retrieved for users who inputted at least address, zip code, or phone number.
- Overall return rates were 28% for medication histories and 45% for clinical documents.
- The combined return rate of medications that included at least address, zip code, or phone number for both storms was 61%.
- The combined return rate of documents that included at least address, zip code, or phone number for both storms was 58%.
- Overall combined return rate of medications was 38% and 36% for clinical documents.

Commentary

The relatively high volume of clients who evacuated to SpNSs did not translate into a high volume of Patient Searches conducted. There are a couple explanations for this result. First, E-PLUS engagement activities have been focused on getting organizations onboarded to E-PLUS, rather than end users. While engagement efforts have achieved coverage across three-fourths of the county health departments (CHD), not enough end users per organization have been given access or that access has been given to the CHD planner or health officer, both of whom will most likely not work within the SpNSs. The basis for giving these individuals access to E-PLUS was so that they could credential users during an activation on a need be basis. An important aspect of outreach next year will be to connect with organizations and discuss with them the need to give access to medical staff who are the “boots on the ground.” One way to message this might be to inform county health department supervisors to give individuals access to Patient Search who already have access to the query capability within HMS, the county health department electronic medical record system. This could help the county both identify and vet users of Patient Search. Second, the Department of Health trains CHD personnel on the use of the Special Needs Registry (SNR), which for those clients who have pre-registered, will contain their medication list. Additionally, the SNR was updated last year to allow CHD staff to view the registration of a client who

does not reside in their county. For these reasons, the SNR may contain all the information CHD staff needs to care of their clients.

Demographics, demographics, demographics. This is a huge theme to have emerged. Inputting only the minimum required demographics (first and last name, DOB, and gender) does not yield results. Of the patients searches conducted using only the minimum required demographics, not a single query returned medications nor clinical documents. In fact, the use of only the minimum required demographics, depressed the overall return rate of medication histories and clinical documents. Across both activations, the return rate was 61% for medication histories when at least address, zip code, or phone number was included, but dropped to 38% when only the minimum required demographics were included. The combined return rate was 45% for clinical documents when at least address, zip code, or phone number was included but dropped to 36% when only the minimum required demographics were included.

During the activations, the E-PLUS team monitored the Patient Search application to notify users through email to add more demographics when it was detected that they only inputted the minimum required. This approach was moderately effective, but hampered by the fact that in many instances, the user did not receive the email. To combat this, the vendor added a pop-up message in the user interface to prompt the user to add more demographics when they did not return results.

There is a clear direction that E-PLUS engagement efforts should take in 2025. First, we need to focus on ensuring that enough of the right individuals at the CHDs are credentialed access to Patient Search. Second, we need to emphasis the importance of adding more than the minimum required demographics. In line with this, we already attended a post-storm discovery call with the E-PLUS vendor to explore ways to make the user interface prompt users to add more demographics. Adding more users and training them in a more targeted fashion should improve the utilization of Patient Search during the 2025 hurricane season.

Emergency Census

Helene

- E-PLUS received SpNS intake data from the Department of Health’s Special Needs Registry (SNR) for 39 of the 46 SpNSs that were opened for Helene.
 - Counties not using the SNR for SpNS intake during Helen include:
 - Charlotte
 - Gadsden
 - Hamilton
 - Pasco
 - Union and Walton Counties opened SpNSs, but did not receive any clients and therefore, the E-PLUS team cannot confirm the use of the SNR for intake.
- 776 clients were checked in for a total of 1,552 encounters processed.
- It was noticed that the DOB was one day off between the raw intake data and what Emergency Census stated. A formatting issue was identified. Dan Pelletier with the SNR corrected the issue quickly.
- 123 ENS subscribers received notification of Hurricane Helene SpNS encounters.

Milton

- E-PLUS received intake data from the SNR for 60 of the 64 SpNSs that were opened for Milton.
 - Counties not using the SNR for SpNS intake during Milton include:
 - Charlotte
 - Lee
 - Palm Beach
 - Pasco
- 3,648 clients were checked in for a total of 7,296 encounters processed.
- 161 ENS subscribers received notification of Hurricane Milton SpNS encounters.

Commentary

Based on previous activations, the use of Emergency Census was much more streamlined than in the past. First, the E-PLUS team was looped into the SpNS census email that circulates throughout the SEOC. This provided the team with situational awareness, enabling them to anticipate the amount of data they would receive, determine which counties were not using the SNR for intake, and know which SpNSs were closed. Second, the E-PLUS team reconfigured E-PLUS such that Emergency Census users would no longer have to change their organization in order to access SpNSs in different counties. This was a lesson learned from previous activations and saved the E-PLUS team a lot of time processing the encounters.

While these improvements were helpful, processing encounters was still a labor-intensive and time-consuming activity. Integrating the SNR with E-PLUS would be a huge value-add and free up E-PLUS staff to perform more meaningful activities.

Missing Persons

Helene

- 5 organizations utilized Missing Persons during Hurricane Helene:
 - Brain & Spinal Cord Program: 2 of 5 found (40%)
 - Sunshine Health: 120 of 506 found (24%)
 - Manatee EMS: 0 of 1 found (0%)
 - Vital Caring Home Health: 1 of 2 found (50%)
 - Humana: 1 of 1 found (100%)
- E-PLUS found 124 of 515 missing persons reported or 24%

Milton

- 6 organizations utilized Missing Persons during Hurricane Milton:
 - Brain and Spinal Cord Program: 221 of 588 found (38%)
 - Sunshine Health: 57 of 238 found (24%)
 - ESRD Network 7: 11 of 19 found (58%)
 - Activa Home Health: 1 of 2 found (50%)
 - Lee County Sheriff's Office: 1 of 1 found (100%)
 - Lee Memorial Home Health: 0 of 1 found (0%)
- E-PLUS found 291 of 849 missing persons reported or 34%.

Commentary

Our expectations of the utilization of Missing Persons during the two activations differed. For Hurricane Helene, given that two previous storms followed the same track and Missing Persons was not widely

used, the E-PLUS team did not anticipate much activity. In fact, the activity that occurred surpassed our expectations. However, for Milton, given that the impact area of the storm was the highly populated peninsula, including some of the most densely populated counties, we anticipated more utilization of the application. Overall Missing Persons found just over 30% of all missing persons reported. There is no way to improve this number as demographics did not seem to play a part in not finding the missing persons. If anything, the report ruled out the possibility that these individuals evacuated to a shelter or sought care at a health care facility.

After Action Activities

Survey

E-PLUS staff sent out an 11-question survey to all users that were activated for Hurricanes Helene or Milton.¹

- 15 individuals out of 452 users responded to the survey (3%). Just over half the respondents identified themselves as County Health Department SpNS staff.
- 60% of respondents stated that they used E-PLUS. Of those that did not use E-PLUS, all six respondents stated they did not have a need to search for clinical information, two citing the use of the SNR to obtain information and one saying the clients knew their medications.
- For the nine users that utilized the system, six used Patient Search, two used Missing Persons, and one used both applications.
- Only one user of Patient Search did not return medications nor clinical records. Four users received only medications or only clinical records and were not successful in receiving both. Three of those users stated that they used more than the minimum required demographics, while one stated that they used only the minimum required demographics.
- The Patient Search users that inputted only the minimum required demographics stated that they did not have access to additional information.
- 71% of users that utilized Patient Search rated the overall effectiveness of the system to be either a 4 or 5 in a scale from 1-5 (five being the most effective), while 29% rated system effectiveness as a 2 or lower.
- Out of the four users that used Missing Persons, three located some of the missing, while only one did not.
- 100% of Missing Persons users rated system effectiveness as a 4 or higher in a scale from 1-5 (five being the most effective).
- Suggested improvements and comments from the survey respondents included:
 - adding county to the demographics
 - very impressive with “real time” data retrieval, was extremely helpful
 - Missing Persons found the patient very quickly, search only took 30-45 seconds, was very pleased with the functionality

¹ https://www.surveymonkey.com/results/SM-RsiD2CiTczSgXxTRAbusMQ_3D_3D/

After Action Calls

Region 1 Coordinator

Shayne Stewart, the Region 1 Coordinator covering the panhandle of Florida, was sent to Pasco County to help facilitate the discharging of clients that were still sheltered. Prior to discharge, the Cares Team provides a critical needs assessment, to understand what the clients' needs are and where they need to be placed. Shayne utilized Patient Search to provide the Cares Team with clinical information about those clients.

Shayne mentioned that he has incorporated E-PLUS into his regional exercises and in this sense, it is becoming a standard part of his workflow. Shayne found E-PLUS very helpful. To locate more than the minimum required demographics, he used the patient discovery portion of the query to retrieve more demographics and add them back to the patient search for better results. Shayne was successful in retrieving either medications or clinical records for most of the clients he queried. He used that information to help the Cares Team place clients into facilities.

Lee Sheriff's Office

Amanda Sienkiewicz, analyst with Lee County Sheriff's Office (LCO), found Missing Persons easy to use. She loved the ability to download the template and not have to search her computer for where she saved it. Lee County was prepared for a direct hit but did not receive much impact and because of this they did not have a need to search for missing persons (unlike during Hurricane Ian). LCO performed a search for one individual who had been known to have been discharged from a facility. However, it was unclear at exactly what time the individual left the facility. E-PLUS was able to pinpoint an exact time and help the sheriff's office better target times to review street cameras.

Brain and Spinal Cord Program

Brain and Spinal Cord Program (BSCIP) supports Floridians who have had a brain or spinal cord injury. They have one program for adults and one program for children. The program pays the medical bills for individuals with financial need who have had a brain or spinal cord injury. During hurricanes, BSCIP reaches out to individuals who are in their program, roughly 850 people. They inquire about disaster plans and if they need any support. When BSCIP could not get in touch with a member, they added that member to a missing persons file to load into E-PLUS. BSCIP utilized first name, last name, DOB, gender, and SSN to conduct their search. To improve their future search results, BSCIP will collect address, zip code and phone number moving forward. Their Bureau Chief noted that they found E-PLUS very useful. The E-PLUS team mentioned the fact that there were a lot of duplicate persons on BSCIP's Missing Persons Reports. BSCIP staff believes this was due to how the data was downloaded and how individuals who initially started in the adolescent program may have moved to the adult program and were now on both program lists. BSCIP discussed the potential for Missing Persons to deduplicate information in the future. They will look into deduplicating in the future, since this cannot be done in E-PLUS.

Adam Dubois

Adam Dubois managed the Wiregrass Ranch Sports Complex of Pasco County, a regional shelter stood up for Hurricane Milton. He stated that Pasco County utilized a vendor for sheltering. The vendor did not have access to E-PLUS and therefore Adam attempted to provide them with clinical information for a client who needed medical assistance. The vendor's medical staff did not provide Adam with enough demographics to return information. Because he used only the minimum required demographics, Adam

received an email informing him to use more demographics, which he thought was impressive. Adam shared that E-PLUS is a very flexible system, given that he was able to perform the query while sitting on the back of an ambulance with his laptop. He did seem hesitant to provide E-PLUS access to medical staff that are not state employees, even though they were contracted to provide services. He questioned the liability of sharing medical information.

Sunshine Health Plan

Sunshine identifies high risk members (in their long-term membership) who are in the potential impact area of inclement weather and do telephonic outreach. If they do not reach the member after three attempts, they create a missing person file and load that file into E-PLUS's Missing Persons application. Sunshine was able to locate many of their members. It was helpful to them in meeting their internal goal of making contact within 48 hours. The Missing Persons user noted that during times of emergency, everything is hectic. Uploading was easy, but what they found challenging was deciphering the discharge disposition codes, which are unique to each facility. Without an understanding of the discharge disposition codes, Sunshine could not identify where the discharged members went after discharge. Without knowing the discharge disposition or discharge location, Sunshine is unable to locate those missing persons who had been discharged from a facility. To help Sunshine understand the codes, Brian Smart, with the Florida HIE vendor, provided Sunshine with a few crosswalks the Florida HIE developed for a handful of hospitals. Sunshine also found it very tedious to go through the report line by line, given the large volume of persons on their report. Sunshine shared that one of their users had difficulty accessing the production site. She never got the password reset email to allow her the ability to log in. Other E-PLUS users had this same issue, this problem was shared with the E-PLUS vendor for investigation. The E-PLUS vendor had two recommendations to implement. First, allow users access to E-PLUS outside of an emergency so that they can manage their passwords outside of an activation. Second, email users periodically to ensure the password reset email domain is whitelisted by the user's organization. Security updates can lead to the email domain being blocked.

ESRD Network 7

Missing Persons was user friendly and easy to use. Helen reviewed and found informative the "how to perform a missing persons search" document that E-PLUS staff created. ESRD is very appreciative of the system because it cuts down on work hours. This was the first time they used Missing Persons since Hurricane Ian. ESRD activates for every storm, yet whether they use E-PLUS depends on the storm's impact. There are fewer dialysis patients and facilities in the Big Bend region and for this reason there was no need to use Missing Persons for Idalia, Debby, and Helene. However, there are 39 dialysis facilities in Pinellas County, 40 in Hillsborough County, and 8-10 in Lee and Collier Counties each. Because of the sheer volume of dialysis patients and facilities, a need arises to use Missing Persons. In addition to the storm's impact, ESRD noted that pre- and post-storm activities help cut down on the number of missing persons reported. First, facilities have gotten much better at educating their patients' pre-storm about having an emergency plan in place and what to do if they lose power. Additionally, ESRD, CMS, dialysis leadership and AHCA leadership have begun to do pre-storm meetings, which they did not do in the past. Finally, Davita and Fresenius have texting capabilities to follow-up with patients after the storm – "press 1 if you are safe." They update phone numbers quarterly, sometimes monthly. For this reason, they tend to be able to locate their patients and have no need to report missing patients

Lessons Learned

Demographics

More than the minimum required demographics (address, zip code, or phone number) must be entered to have a chance at returning medication fill histories and/or clinical records. Even when more demographics are utilized, there is still only a 60% chance that medications and clinical records are returned. Because we cannot determine if clinical documents were available, but not retrieved, this number may be much higher for clinical records. We must continue to add more pharmacies to the E-PLUS, Surescripts network and we must focus on the importance of demographics and find creative ways to increase Patient Search users' demographic input.

Credentialing the Right People

While the E-PLUS team has made significant progress in onboarding organizations to E-PLUS, there needs to be a focus now on giving access to the "right" people, in particular, for the use of Patient Search. Many county health department staff, that have been credentialed access to E-PLUS, are individuals who are not medical staff within a SpNS environment. These individuals may be the emergency planner or health officer or some sort of supervisor who can give access, but would not necessarily use the system. The E-PLUS team needs to spend the off season getting more medical staff credentialed and ready for the 2025 hurricane season.

Password Policy

Several users had problems resetting their passwords during the two activations. The E-PLUS team meet with the vendor to discuss process improvements. There were two takeaways. First, change our policy of deactivating organizations at the conclusion of an event.. When organizations are deactivated, users cannot access the system to update their passwords. Password updates occur every 60 to 90 days, depending upon the user's role. By leaving organizations active, users will not be able to access any of the applications within E-PLUS but will be able to update their passwords at a regular interval. If they are unable to reset their password, there will be time to figure out where the problem lies. Second, send a periodic email asking users to ensure that the password reset domain is whitelisted by their IT staff.

Appendix A: Special Needs Shelters Operating During Hurricane Helene

County	Special Needs Shelter	Patient Search Access?	Patient Search Conducted?	Received SNR Intake Data?
Alachua	Gainesville Senior Center	Yes	No	Yes
Alachua	Martin Luther King Center	Yes	No	Yes
Baker	Dopson Family Clinic	Yes	No	Yes
Bradford	Bradford County Fairgrounds	No	NA	Yes
Charlotte	New Day Christian Church	Yes	No	No
Citrus	Citrus Springs Community Center	No	NA	Yes
Citrus	Forest Ridge Elementary School	No	NA	Yes
Clay	Lake Asbury Jr High School	No	NA	Yes
Columbia	Westside Elementary School	Yes	Yes	Yes
Columbia	Richardson Community Center	Yes	No	Yes
Duval	Atlantic Coast High School	Yes	Yes	Yes
Duval	The Legends Center of City of Jacksonville	Yes	Yes	Yes
Gadsden	Gadsden County High School	Yes	No	No
Gilchrist	Bell High School Academy	Yes	No	Yes
Hernando	West Hernando Middle School	No	NA	Yes
Hillsborough	D.G. Erwin Technical College	Yes	No	Yes
Hillsborough	McLain Middle School	Yes	No	Yes
Holmes	Bonifay K-8	Yes	No	Yes
Jackson	Marianna High School	Yes	No	Yes
Lake	Leesburg Elementary School	Yes	No	Yes
Leon	Florida High School	Yes	No	Yes

Levy	Bronson Elementary School	Yes	No	Yes
Liberty	Liberty County High School	Yes	No	Yes
Madison	Madison County Central School	Yes	No	Yes
Manatee	Nolan Middle School	Yes	Yes	Yes
Marion	Westport Middle School	No	NA	Yes
Nassau	Wildlight Elementary School	No	NA	Yes
Orange	West Orange Recreation Center	No	NA	Yes
Orange	Goldenrod Recreation Center	No	NA	Yes
Pasco	Mike Fasano Regional Hurricane Shelter	No	NA	No
Pasco	Wiregrass Ranch High School	No	NA	No
Pinellas	Dunedin Highland Middle School	Yes	No	Yes
Pinellas	Lealman Exchange	Yes	No	Yes
Pinellas	Palm Harbor University High School	Yes	No	Yes
Pinellas	John Hopkins Middle School	Yes	No	Yes
Putnam	Kelley Smith Elementary School	Yes	No	Yes
Saint Johns	DOH Health and Medical	No	NA	Yes
Sarasota	Lamarque Elementary School	Yes	No	Yes
Sarasota	Longwood Park Shelter	Yes	No	Yes
Sumter				
Suwannee	Suwannee Intermediate School	Yes	No	Yes
Washington	Wave School	Yes	No	Yes

Appendix B: Special Needs Shelters Operating During Hurricane Milton

County	Special Needs Shelter	Patient Search Access	Patient Search Conducted in SpNS	Received SNR Intake Data
Alachua	Gainesville Senior Center	Yes	No	Yes
Brevard	Ted Whitlock	Yes	No	Yes
Brevard	Viera Community Center	Yes	Yes	Yes
Charlotte	New Day Christian Church	Yes	No	No
Citrus	Forest Ridge Elementary School	No	NA	Yes
Clay	Lake Asbury Jr High School	No	NA	Yes
Collier	Palmetto Ridge High School	Yes	No	Yes
Collier	Golden Gate Community Center	Yes	No	Yes
Columbia	Richardson Community Center	Yes	No	Yes
Duval	Atlantic Coast High School	Yes	Yes	Yes
Duval	The Legends Center of City of Jacksonville	Yes	Yes	Yes
Flagler	Rymfire Elementary School	Yes	No	Yes
Gilchrist	Bell High School Academy	Yes	No	Yes
Hardee	South Florida College Hardee Campus	Yes	No	Yes
Hamilton	Hamilton County Senior High School	Yes	No	Yes
Hendry	Nobles Senior Center	Yes	Yes	Yes
Hernando	Challenger K-8	No	NA	Yes
Highlands	Bert J Harris Jr Agricultural Center	Yes	No	Yes
Hillsborough	D.G. Erwin Technical College	Yes	No	Yes
Hillsborough	Strawberry Crest High School	Yes	No	Yes

Hillsborough	Sumner High School	Yes	No	Yes
Indian River	Treasure Coast Elementary	Yes	No	Yes
Lake	Astatula Elementary School	Yes	No	Yes
Lake	Leesburg Elementary School	Yes	No	Yes
Lake	Lost Lake Elementary School	Yes	No	Yes
Lake	Umatilla Elementary School	Yes	No	Yes
Lake	Villages Elementary School	Yes	No	Yes
Lee	R.V. Porttorf Elementary	Yes	No	No
Levy	Bronson Elementary School	Yes	No	Yes
Manatee	Nolan Middle School	Yes	Yes	Yes
Martin	David L. Anderson Middle School	No	NA	Yes
Marion	Westport Middle School	No	NA	Yes
Miami-Dade	E. Darwin Fuchs Pavillion	Yes	No	Yes
Nassau	Wildlight Elementary School	No	NA	Yes
Okeechobee	Okeechobee County Health Department	No	NA	Yes
Orange	Freedom High School	No	NA	Yes
Orange	Goldenrod Recreation Center	No	NA	Yes
Orange	Silver Star Recreation Center	No	NA	Yes
Orange	South Econ Community Park	No	NA	Yes
Osceola	Barney E Veal Center	No	NA	Yes
Palm Beach	South Florida Fair and Exposition Center	Yes	No	No
Pasco	Mike Fasano Regional Hurricane Shelter	No	NA	No

Pasco	Wiregrass Ranch Sports Complex of Pasco County	No	NA	No
Pinellas	Dunedin Highland Middle School	Yes	No	Yes
Pinellas	Lealman Exchange	Yes	No	Yes
Pinellas	Palm Harbor University High School	Yes	No	Yes
Pinellas	Oak Grove Middle School	Yes	No	Yes
Polk	McKeel Tech Academy	No	NA	Yes
Polk	Polk County Health Dept Specialty	No	NA	Yes
Polk	Ridge Community High School	No	NA	Yes
Putnam	Kelley Smith Elementary School	Yes	No	Yes
Saint Johns	Freedom Crossing Academy	No	NA	Yes
Saint Lucie	Havert L Fenn Center	No	NA	Yes
Sarasota	Lamarque Elementary School	Yes	No	Yes
Sarasota	Tatum Ridge Elementary School	Yes	No	Yes
Seminole	Bentley Elementary School	No	NA	Yes
Seminole	Highlands Elementary School	No	NA	Yes
Seminole	Layer Elementary School	No	NA	Yes
Sumter	Wildwood Community Center	Yes	No	Yes
Suwannee	Suwannee Intermediate School	Yes	No	Yes
Volusia	Volusia County Fairgrounds	No	NA	Yes
Volusia	Galaxy Middle School	No	NA	Yes
Volusia	Hinson Middle School	No	NA	Yes

Appendix C: Hurricanes Helene and Milton Metrics

Patient Search			
	Helene	Milton	Total
# unique patient searches conducted	21	29	50
# patient searches conducted with minimum demographics	7	12	19
# patient searches conducted with more than minimum demographics	14	17	31
% patient searches conducted with minimum demographics	33%	41%	38%
% patient searches conducted with more than minimum demographics	67%	59%	62%
# meds returned minimum demographics	0	0	0
# meds returned with more than minimum demographics	11	8	19
# docs returned minimum demographics	0	0	0
# docs returned with more than minimum demographics	5	13	18
% meds returned with min demographics	0%	0%	0%
% docs returned with min demographics	0%	0%	0%
% meds returned with more than minimum demographics	79%	47%	61%
% docs returned with more than minimum demographics	36%	76%	58%
Overall % meds	52%	28%	38%
Overall % docs returned	24%	45%	36%

Missing Persons							
Organization	Helene				Milton		
	Number Found	Percent Found	Total Searched		Number Found	Percent Found	Total Searched
Brain & Spinal Cord Program	2	40%	5		221	37.56%	588
Sunshine Health	120	23.87%	506		57	23.95%	238
Manatee EMS	0	0%	1				
Vital Caring Home Health	1	50%	2				
Humana (via FL-E-PLUS)	1	100%	1				
ESRD Network 7					11	57.89%	19
Activa Home Health					1	50%	2
Lee County Sheriff's Office					1	100%	1
Lee Memorial Home Health					0	0%	1
Total per event	124	24.08%	515		291	34.28%	849
Combined Totals	415 of 1,364 (30.43%)						