

Health Emergency Ready Oregon

In an emergency, every moment counts.



Information for health care providers and other professionals

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 quickly and easily accessed 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 is available to any Oregon child or young adult ages 0-26. HERO Kids 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 a parent or legal guardians register their child?

In an emergency, every moment counts. By registering with HERO Kids families give EMS and ED providers a head start on understanding their child's medical history and unique needs. The information may help them provide care or comfort, such as flashing lights may cause seizures.

How does it work?

1. In an emergency, the person calling 911 provides the child's HERO Kids Registry ID number, or indicates that the child is registered with HERO Kids.
2. EMS and ED providers use the child's information and/or Registry ID number to access key health information through a confidential provider line or from the Emergency Department Information Exchange (EDIE). Information is relayed by phone or secure fax in less than 90 seconds.

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

The Registry is a secure, HIPAA-compliant database operated by HERO Kids Registry staff, who comply with all health privacy laws. To protect the privacy and confidentiality of children and young adults, only the following people can access the registry:

- The parent or legal guardian who registers the child
- Young adults who register themselves
- HERO Kids Registry staff
- Oregon EMS and ED providers who are treating the child



www.herokidsregistry.org

herokids@ohsu.edu

Business office: 833-770-4376



How can I help families learn about HERO Kids Registry?

- Offer HERO Kids brochures and flyers during visits, meetings, and appointments
- Tell colleagues and staff about HERO Kids Registry
- Help families complete the online HERO Kids Registration

How does a parent or legal guardian register their child?

1. Gather health information: diagnoses, current medications and allergies, emergency protocol letter, history of recent procedures, etc. After visit summaries can be a good source for much of this information.
2. Register online (computer or tablet only) at www.herokidsregistry.org. A paper alternative is available on request (herokids@ohsu.edu).
3. HERO Kids Registry staff activate the registration. If there is a problem, they will contact the parent or legal guardian.
4. A few weeks after registering online, the family gets a confirmation packet in the mail with a welcome letter, Registry ID stickers and a backpack tag with the HERO Kid Registry ID number on it.

NOTE: Young adults aged 15-26 years can register themselves.

Some children have complex health records. Can health care providers create or update the registration?

Only parents, legal guardians, and young adults aged 15-26 can create or change a registration. They are encouraged to work with health care providers to make sure the information is accurate and complete.

Who updates or cancels HERO Kids registration?

Only parents, legal guardians, and young adults who register themselves can update or cancel registration. They get instructions on how to update or cancel when they register. They can contact the Registry business office with any questions. They are encouraged to work with their health care providers to make sure updates are accurate and complete.

Does HERO Kids train EMS on how to manage complex medical or behavioral health needs?

HERO Kids does not offer training or guidance to EMS on managing complex medical or behavioral health needs in an emergency. The Registry provides health information, so that EMS and ED providers can give better-informed care to registered children or young adults.

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