

Unified Victim Identification System (UVIS) Q&A for Hospital Points of Contact

What is the Unified Victim Identification System (UVIS)?

- A software program that manages and coordinates all activities related to missing persons identification, information gathering and eventual reunification of the person or their remains with family and loved ones
- It enables individuals seeking loved ones who are believed to be in NYC to call 311 to file a missing persons report
- The information is maintained in a single unified database with a centralized point of intake to help City agencies coordinate to find individuals (see diagram on next page)

What information is used in UVIS investigations?

- When a case is opened in UVIS, the NYC Department of Health and Mental Hygiene (DOHMH) will check available hospital intake information in the Regional Health Information Organization (RHIO) systems. DOHMH also checks other available information sources for the case.
- The information collected by DOHMH is added to the UVIS record for the case and used by NYPD Missing Persons Detectives.

What role do hospitals play?

- Given the nature of the crisis, Hospitals are expected to support NYPD efforts in identifying individuals that are either currently in-care at the hospital or have died while admitted.
- Hospitals were asked to provide a dedicated phone number that is staffed by individuals who can support NYPD Missing Persons Detectives' efforts to gather more information about missing persons that may be in your hospital, or may have died at your facility.
- Hospital staff working with NYPD and the UVIS system should have access to patient records to allow them to query the system and support identification of patients.

What information can hospital staff provide NYPD related to UVIS investigations?

HIPAA allows hospitals to disclose certain information to law enforcement under these circumstances. In response to a request from a law enforcement officer for the purpose of identifying or locating a missing person, a hospital may disclose the following information:

- Name and address
- Date and time of treatment
- Date and place of birth
- Date and time of death, and
- Social Security number
- A description of distinguishing physical characteristics
- ABO blood type and RH factor
- Type of injury

Information related to the individual's DNA, dental records, body fluid or tissue typing, samples, or analysis cannot be disclosed under this provision, but may be disclosed in response to a court order, warrant, or written administrative request.

**NYPD may have additional questions that will assist family finding their loved ones faster. Please work within your Standard Operating Procedures to do everything possible to assist them in this critical mission.*

How do hospitals know they are communicating with NYPD and not providing confidential information to someone else?

- For security purposes, NYPD will only use one of four phone numbers when initiating a case review with a hospital. If there is concern that you are not communicating with NYPD, arrange to call the Detective back using one of the following designated numbers.
 - 212 694-3075
 - 212 694-3076
 - 212 694-3078
 - 212 694-3079

How can my hospital update our point of contact for UVIS?

- Please send an email to HumanServicesESFList@oem.nyc.gov if you'd like to update the point of contact phone number that the NYPD uses to contact your hospital