



## New Hampshire 911 CARES FAQ

### **What is 911 CARES?**

New Hampshire 911 CARES (Citizen Assistance Registry for Emergency Services) is a program which allows individuals to register specific medical conditions under their phone number. That way if you ever needed to call 911 from one of the registered phone numbers, the 911 dispatcher would be able to see the name, physical address (not necessarily the location of the caller), and medical condition of the CARES Individual and relay that information to first responders before they arrive on scene.

If this program sounds familiar, that's because 911 CARES is the new name of our revamped ALI Supplemental ALI Medical Information database that has been used. If you previously participated in the SupALI program, you still must register with a new account and CARES Individual(s) information with 911 CARES. If you'd like to confirm if you are already in the 911 CARES system, contact [NH911CARES@desc.nh.gov](mailto:NH911CARES@desc.nh.gov).

Before creating a 911 CARES account and creating profiles for CARES Individual(s), it is important to understand the following terms:

**Account holder:** You must have a CARES account to be able to log-in and enter CARES Individuals into the database. Just because you have created a 911 CARES account DOES NOT mean that you are entered into the CARES database. As such, account holder information does not show up on the 911 dispatcher screen. For information to appear on the dispatcher's screen, the appropriate phone numbers need to be associated with a CARES Individual.

**CARES Individual:** CARES Individuals are the individuals you would like to enter into the 911 CARES database. If submitting medical condition(s) on behalf of yourself, you need to create an account AND a CARES Individual profile. It is important to note that you can register multiple CARES Individuals under a single account – this can be useful if you are a medical provider or caretaker with multiple patients, or if you're just looking to register multiple family members.

### **How do I access 911 CARES?**

The 911 CARES database can be accessed by going to [cares.desc.nh.gov](http://cares.desc.nh.gov). If you do not have access to a computer / internet, paper forms can be mailed to:

NH Department of Safety – DESC  
ATTN: 911 CARES Program  
50 Communications Drive  
Laconia, NH 03246.

### **How do 911 telecommunicators use my information?**

When we receive a phone call from a telephone number associated to a CARES Individual, the medical condition(s) and other information submitted by the account holder is displayed on the 911 telecommunicator's computer screen and can be shared with first responders so they can have a better understanding of the emergency situation before they even arrive on scene.

## What information and/or medical condition(s) can be included in the 911 CARES database?

The following supplemental information is accepted:

Behavioral Concern	Alzheimer's or Dementia	Cognitive Disability	Deaf	Depression or PTSD	Diabetic	Epilepsy	Electricity Dependent Medical Equipment
Hard of Hearing	Medication Allergy	Pacemaker	Speech Impairment or Non-Verbal	Wheelchair or Mobility Issues	LVAD	Parkinson's	

### Why isn't my medical condition listed on the registration form?

If your medical condition is not listed, the condition does not meet the criteria for NH 911 CARES because of existing systems that are already in place. When you call for a medical emergency, our telecommunications staff will complete an interrogation using a comprehensive medical protocol system. This system is designed to quickly determine the primary complaint and send the most appropriate response.

*Please note: 911 CARES does not accept information about a CARES Individual's medical alert device or pet information / pet medical conditions.*

### How do I update/remove 911 CARES Individual information?

CARES Individual information can be updated/deleted by logging in to the 911 CARES database ([cares.desc.nh.gov](https://cares.desc.nh.gov)) or by emailing [NH911CARES@desc.nh.gov](mailto:NH911CARES@desc.nh.gov). If you would like to update/remove information but do not have access to a computer / internet, requests can be mailed to:

NH Department of Safety – DESC  
ATTN: 911 CARES Program  
50 Communications Drive  
Laconia, NH 03426.

### Should I still register for 911 CARES if I already have a medical alert device?

Yes, registering with the 911 CARES database ensures 911 telecommunicators will be able to see submitted medical information when you call 911. Additionally, the CARES program allows individuals to designate additional phone numbers that may call 911 on their behalf, meaning this important information can be accessed and relayed to emergency personnel, even if the CARES individual is not the one making the emergency call.

### How is my information kept secure and confidential?

All 911 CARES account holder and CARES Individual data is stored in secure database that can only be accessed by authorized personnel. Additionally, this information will only appear on a 911 telecommunicator's screen when a call is placed from a telephone number that is associated with a CARES Individual.

### How long is my information stored in the database?

Account holders are required to sign in at least every 18 months to keep their CARES Individual(s) active in the 911 CARES database. The Division of Emergency Services and Communications encourages account holders to sign into their accounts on a consistent basis and CARES Individual information and medical conditions up-to-date.

### Who should I contact if I have any questions?

If you have any questions regarding the 911 CARES program, you can email [NH911CARES@desc.nh.gov](mailto:NH911CARES@desc.nh.gov) or call us at 603-271-6911.



New Hampshire Department of Safety  
Division of Emergency Services and Communications  
[NH911CARES@desc.nh.gov](mailto:NH911CARES@desc.nh.gov)  
603-271-6911



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