



Rhode Island Special Needs Emergency Registry

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What is RISNER?

The Rhode Island Special Needs Emergency Registry (RISNER) is a voluntary statewide registry that identifies Rhode Islanders with disabilities, chronic conditions, behavioral health, and other special healthcare needs and provides key information to first responders during an emergency. **Enrollment in the Registry does not guarantee assistance**, but allows first responders to appropriately plan for, prepare for, and respond to the needs of the community.

RISNER was developed by the Rhode Island Department of Health and the Rhode Island Emergency Management Agency.

How does RISNER work?

RISNER connects with 9-1-1 so that when someone with a phone number or address active in RISNER calls 9-1-1, the caller's top three health concerns will scan across the 9-1-1 operator's screen. This information is relayed to local dispatchers to assist first responders in responding to the emergency.

Select municipal first responders also have secure access to the RISNER database and can use RISNER as a planning tool before, during, and after an emergency or disaster.

For example, during the January 2019 Newport Gas Outage, the Rhode Island Emergency Management Agency (RIEMA), the Rhode Island National Guard (RING), and municipal leadership used information from RISNER to conduct door-to-door wellness checks for community members. (Please note that the information in RISNER is only available to select emergency responders.)

How do I enroll?

You can enroll in RISNER online, by mail, or by phone.

Online enrollment is available in [English](#) and in [Spanish](#).

Paper enrollment forms are available in [English](#), [Spanish](#), and [Portuguese](#).

To enroll by phone, call 401-222-5960 / RI Relay 711

Who can enroll in RISNER?

Rhode Islanders with disabilities, chronic conditions, or people who may need extra help during an emergency should consider enrolling in RISNER. For example, people who:

- Use life support systems such as oxygen, respirator, ventilator, pacemaker, or who have chronic conditions and require treatment (e.g., dialysis, individuals with diabetes requiring insulin);
- Have mobility needs and use a wheelchair, scooter, walker, cane, or other mobility device;
- Are visually impaired, blind, hard of hearing, or Deaf;
- Have speech, cognitive, developmental or behavioral health disabilities; or
- Use assistive animals or a prosthesis.

Please note that enrollment in RISNER does not guarantee assistance.

Is my information protected?

Yes. The RISNER team is dedicated to ensuring the security of all data entered into the RISNER database.

When you enroll, you consent to sharing your information with local and state emergency responders to better assist them during emergencies.

RISNER access is protected and only available to a select few emergency responders in each municipality.

RISNER is HIPAA compliant.

You, or a family member, can contact us at any time of the year to request removal from RISNER.

Can or will RISNER information be used for other purposes?

RISNER is used to identify individuals who may need additional assistance before, during, and after an emergency. The data stored in RISNER is used for emergency planning and response purposes only.

How do I update my information in RISNER?

You can update your RISNER information by completing a new RISNER enrollment form or by submitting a new registration through the online webpage. To update your RISNER information by phone, call 401-222-5960 / RI Relay 711 and ask to speak to a RISNER Program Manager.

Online enrollment is available in [English](#) and in [Spanish](#).

Paper enrollment forms are available in [English](#), [Spanish](#), and [Portuguese](#).

There are several steps that RIDOH takes to make sure that the information in RISNER is accurate.

RIDOH regularly reviews the data for duplications and incomplete information. In addition, RIDOH sends a bi-annual mailing to all enrollees for information updates (e.g., address changes) and to make sure the information in the system is current. RISNER data is also reviewed in comparison to decedent data from the RIDOH Center for Vital Records to identify changes in status.

Is RISNER free?

Enrolling in RISNER is free.

Do I need to renew my information in RISNER each year?

No, RIDOH has systems in place to make sure your information stays current. You will not be removed from the Registry unless you ask to be removed. You may submit a new registration or contact the RISNER team through the RIDOH [website](#) to update your information at any time.