Appendix F – Missing persons process in emergency care settings

**MISPER DEFINITION** - Missing persons refers to someone who has left the hospital environment and there remains concerns about the person’s safety due to confusion, mental health or other vulnerability. If someone is not identified as vulnerable then they should be treated as a 'did not wait' or 'discharge against medical advice'.

**ON ADMISSION** staff must have completed

- Missing Person (MISPER) Appendix D completed and uploaded on RiO
- Progress Note linked to admission date to evidence uploaded MISPER form
- Recorded or updated contact details on RiO

**If patient decides to leave prior to completing treatment**

- Discuss treatment wait times with patient and highlight risks of leaving
- Signpost to other services
- Contact patients GP to understand their level of risk

**If patient is identified as missing**

- Locate MISPER Appendix D to pass info to the police
- Notify Security
- Attempt to contact patient by phone
- Commence search of ward/grounds.
- With reference to RAG rating (opposite) Call the police (999/101 as appropriate). Obtain the Police Incident Reference number (ICAD) and record this in RiO progress notes
- If possible make contact with relatives or people at home address to establish whereabouts of missing person, record contact on progress notes
- Contact other known care providers to understand patients risk
- Record Absent or AWOL start date on RiO, complete DATIX

**WHEN POLICE ARRIVE**

- Supply information to inform Police search (use App D as reference)
- Allow appropriate access to person's file if required
- Nominate a single point of contact to assess risk and facilitate police liaison

**AFTER POLICE HAVE LEFT**

- Update Police immediately if the person is traced
- Regularly update police with significant enquiry results

**Red**

- **Immediate risk**
  - Notify Security
  - Attempt to make contact by phone
  - Commence search of building, grounds, frequented locations
  - **Dial 999**
  - Contact persons relatives and other known care providers

**Amber**

- **Significant risk**
  - Attempt to make contact by phone
  - Notify Security
  - Commence search of building and grounds, frequented locations
  - **Dial 101**

**Green**

- **Low risk**
  - Decision to leave is discussed with patient and an informed decision made.
  - Patient signposted to other support organisations
  - Patients GP notified.

**After Person Returns/Post-Impact**

- Review and record zoning
- Review risk assessment, care plan, MISPER info

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