Law enforcement’s portal to protecting your community

MedicAlert® Access™

MedicAlert® + Alzheimer's Association Safe Return now offers a free service to provide law enforcement with enhanced search capabilities to aid in the safe return of people with Alzheimer's disease who may have wandered away from home or are lost. If an individual with Alzheimer's disease or a related dementia wanders and becomes lost and is registered with the MedicAlert® + Alzheimer's Association Safe Return® program, law enforcement can easily access information to assist in the search and help reunite the person with their loved ones or caregiver.

This service is made possible in collaboration with the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice; International Association of Chiefs of Police; Alzheimer's Association & MedicAlert Foundation

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MedicAlert® + Alzheimer’s Association Safe Return®

MedicAlert® + Alzheimer’s Association Safe Return® is a 24-hour nationwide emergency response service for individuals with Alzheimer’s or a related dementia who wander or have a medical emergency.

Should a person with Alzheimer’s disease or a related dementia be found by public safety personnel, before they are reported missing by a family member or caregiver, a query can be made directly to the MedicAlert + Safe Return database through the RISS network. If the person is wearing a MedicAlert + Safe Return medical ID, non-public safety persons can call the toll-free number listed on the member’s medical ID and MedicAlert + Safe Return will notify the member’s listed contacts, making sure the person is returned home safely.

To Access the Missing Person With Alzheimer’s Search Tool Via RISSNET

To access the Missing Person With Alzheimer’s Search Tool, a user must have a valid RISSNET or LEO user account. The user will need to log on to the RISSNET or LEO Portal to gain access to this resource. Access the RISSNET Portal from http://www.riss.net or the LEO Portal at http://www.leo.gov.

RISSNET Portal users: After successfully gaining access to the RISSNET Portal, scroll to the bottom of the page to see a comprehensive list of resources available from the portal. Select the link under the Investigative column to access the Missing Person With Alzheimer’s Search Tool.

The next screen will display information about how to use the search tool and a MedicAlert Terms of Use Agreement, which the user must agree to in order to utilize the resource. Accept the MedicAlert Terms of Use by selecting the check box. Then select the appropriate link to search either on physical description or MedicAlert ID. A description-based search can draw upon numerous identifiers and characteristics, including personal details, such as name, address, or age; physical characteristics, such as eye and hair color, height, and weight; and additional identifiers, such as the use of corrective eyewear.

The search based on physical description will return a list of all individuals matching the query parameters that were entered for the search. In contrast, the search by MedicAlert ID will return information on a single individual.

Records returned for searches will have an associated Get Contact link, allowing users to retrieve information for that person’s family or caregiver.

LEO Portal users: After successfully gaining access to the LEO Portal, select the RISSNET service option. Then follow the same RISSNET Portal user’s procedure as outlined above.