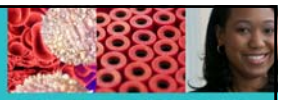


CREATING TOMORROW'S SOLUTIONS, TOGETHER

PREPARING THE TRANSPLANT COMMUNITY TO SERVE EVERY PATIENT IN NEED.

2012 COUNCIL MEETING

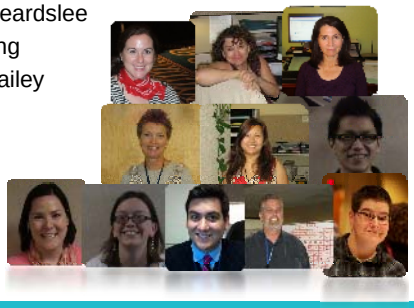
Hello, Is It Me You're Looking For?

John Long, Sarah Dailey, Hai Le, and Casey Beardslee

Financial Disclosure – None

Meet the presenters

- Casey Beardslee
- John Long
- Sarah Dailey
- Hai Le



Learning Objectives

At the end of this workshop, you'll be able to:

1. Discover more efficient ways of using Accurint
2. Utilize social networking sites to find and get in touch with potential donors
3. Wield maximum result by using advanced methods on search engines
4. Employ tricks of the trade when utilizing Google

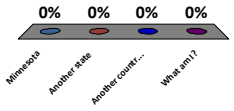
ARS Questions

- ARS = Automated Response System

2012 COUNCIL MEETING

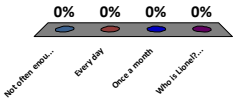
Where are you from?

1. Minnesota
2. Another state
3. Another country
4. What am I?



How often do you listen to Lionel?

1. Not often enough
2. Every day
3. Once a month
4. Who is Lionel? (please leave)



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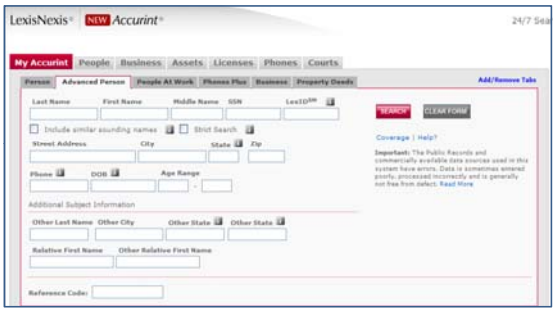
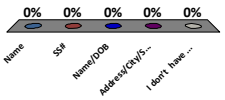
Accurint



Which of these Accurint searches would give you the most "accurate" results

1. Name
2. SS#
3. Name/DOB
4. Address/City/State
5. I don't have access to Accurint



Accurint Results

- Name

Advanced Person Search Results
Search Terms Used - Last Name: **DAILEY**; First Name: **SARAH**;

Records: 1 to 25 of 430

Result Page: 1 2 3 4 5 6 7 ▸

Accurint Results

- SS#

Advanced Person Search Results
Search Terms Used - SSN: [redacted]

All	Full Name	SSN
1. COPY	SARAH JANE DAILEY SARAH J DAILEY SARAH DAILEY DARAH J DAILEY SARAH J DAILY DOB: 11/5/1983 Age: 28 Gender - Female	470-11-xxxx LexID: 10927654150

Records: 1 to 1 of 1

Accurint Results

- Name/DOB

Advanced Person Search Results
Search Terms Used - Last Name: **DAILEY**; First Name: **SARAH**; DOB: **11/5/1983**;

Records: 1 to 6 of 6

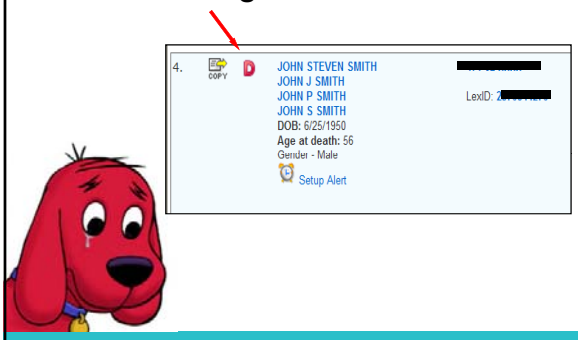
Accurint Results

- Address/city/state

Advanced Person Search Results
Search Terms Used - Street: **650 QUINCY STREET NE APT 1**; City: **MINNEAPOLIS**; State: **MN**; Zip: **55413**

Records: 1 to 25 of 34

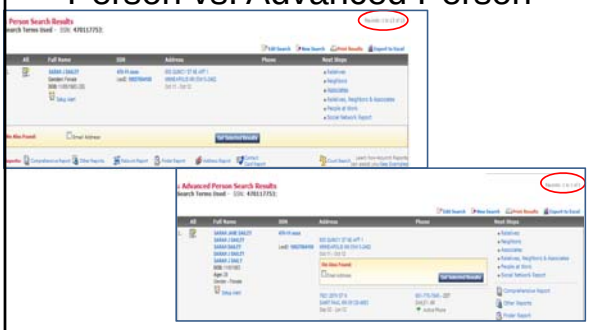
Big Red "D"



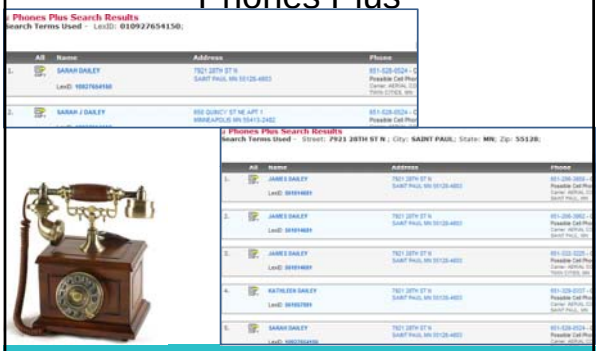
Accurint (other reports)

- There are multiple reports available within Accurint
- Remember, you can use Accurint to search for your donor's contacts as well!

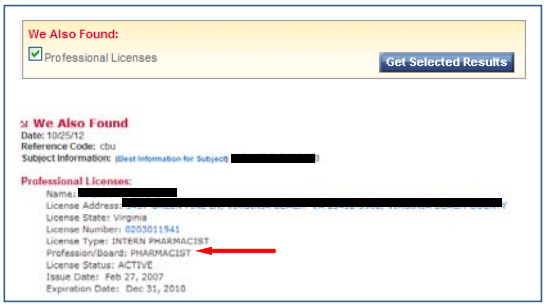
Person vs. Advanced Person



Phones Plus



Professional License



Other Quick Clues

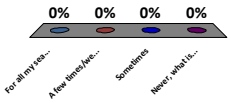
- APO/Military

Other Quick Clues

- International

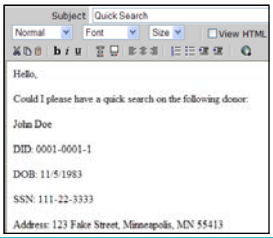
I have used the CallBack Unit "Quick Search" service?

1. For all my searches
2. A few times/week
3. Sometimes
4. Never, what is "quick search?"



Quick Search

- Different search engine
- How to get it
- What to expect
- Turn around times



Additional Hints for Contact

- Wrong #? Don't hang up right away, ask probing questions
- Texting & hint "Is this Hai?"
- Note: CBU team members send about 4-5 text messages per day.
- If no contact within 3-4 days, send to the CBU as "difficult to locate"

Key Learnings (Accurint)

- Confirm with two sources regarding donor deceased
- Less is more
- Multiple reports available within Accurint
- Accurint can be used to search for contacts
- Quick clues (APO, international)

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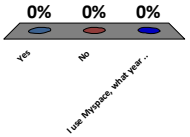
I use Facebook to locate donors/registry members

1. Yes
2. No
3. I use Myspace, what year is it?



Facebook Demo

- Open Facebook
- Log In using your own Facebook page or:
  - User name: dneis@nmdp.org
  - Password: Charro1234

Link to the handout can be found:
https://network.nmdp.org/TRAINING/DCT/donor_contact_tools_idx.pl

Key Learnings (Facebook)

- Contact donors and/or their contacts via the message feature
- Find donor's contact info (phone number, email, etc.)
- Find donor's work/school info
- Give you clues about why your donor is ignoring you (moved out of the country, studying abroad, just had a baby)

2012 COUNCIL MEETING

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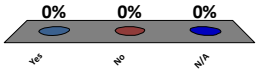
2012 COUNCIL MEETING

Have you found an incarcerated donor?

1. Yes
2. No
3. N/A

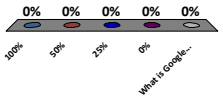


Military & Incarceration

- More common than you think
- Military donor? Contact DoD DC 087 per the MOP
- Reference the search list found on the Network website under “Donor Contact Tools”

I use Google for ___% of my donor files:

1. 100%
2. 50%
3. 25%
4. 0%
5. What is Google?



Google Demo

- Open Google
- Follow the flow of handout (looking for yourself)

Remember! Donors signed a consent form that allows us to use all means to search for them.

VII. CONFIDENTIALITY

The NMDP and the donor center have procedures in place to keep each potential donor’s personal information and donor status private and confidential. Your tissue type and sample stored by the NMDP will be identified by a code and will be stored separately from the personal identifying information that you provide when registering to be a potential donor. Your personal identifying information will be disclosed only for purposes identified in this consent form or for purposes related to the operation of the federally authorized C.W. Bill Young Cell Transplantation Program in compliance with the requirements of the federal Privacy Act. Your personal identifying information will not be disclosed to transplant centers. If you are selected as a potential matching donor for a searching patient, your personal identifying information and contact information will be used in attempting to locate you.

Interactive Hunt

Key Learnings (search engines)

- Google should be your go-to site for every file
- Learn how to refine your search
  - Use keywords
  - Eliminate unnessary results
  - Change location to match donor location
  - Use Boolean to get more accurate results

Closing

- Combination of all these tools can help you be successful in finding your donors!

THE END
2012 COUNCIL MEETING