



**How will my information be used?**

Your information will be used to provide medical professionals and response teams with specific information about your health and medical needs. This information will help response teams to provide you with a better quality of care and may assist in providing faster medical service.

**Who will have access to my information?**

Your information will be kept confidential at all times. The City of Oakland Fire Department Dispatch Center, emergency personnel, and response teams may access your information during an emergency situation. At no time will your information be made available to the public.

**If I participate in the 9-1-1 Registry, will the City guarantee emergency response and services tailored to my needs?**

No. The City cannot guarantee that you will receive individualized services based on your 9-1-1 Registry profile at any time.

**What are my responsibilities as a participant of the 9-1-1 Registry?**

As a participant of the 9-1-1 Registry program, it is your responsibility to provide the City of Oakland with accurate and up-to-date information. It is your responsibility to contact the City of Oakland Fire Department in order to update your 9-1-1 Registry profile at least once every five years.

**When should I update my 9-1-1 Registry profile information?**

Your 9-1-1 Registry profile should be updated whenever your health information changes. You should update your information with the 9-1-1 Registry program whenever you move or change addresses, telephone numbers, or emergency contacts. This also includes when you experience long-term changes in your health status, such as the necessity for new medical equipment and devices or when you are no longer disabled. You **must** update your information at least once every five years whether or not your information has changed. Your 9-1-1 Registry profile may be deleted if you do not regularly update your information.

**How do I update my 9-1-1 Registry profile information?**

You can update your 9-1-1 Registry profile by completing the “City of Oakland 9-1-1 Registry Questionnaire” at any time. Be sure to place a checkmark in the box at the top of the form next to “Update Profile.” To request a Questionnaire be sent to your address, contact:

City of Oakland Fire Department Office of Emergency Services  
1605 Martin Luther King, Jr. Way  
Oakland, CA 94612  
VOICE: 510-238-3938  
TTY: 510-839-6451

If your question about the 9-1-1 Registry program was not answered in this listing of Frequently Asked Questions (FAQs), you can get your question answered by contacting: City of Oakland Fire Department Office of Emergency Services; VOICE: 510-238-3938; TTY: 510-839-6451