

# Medically Vulnerable Registry

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# Medically Vulnerable Registry

For customers with life support equipment or a certified critical or serious illness

- Austin Offers More
- Program Improvements
  - Certification frequency
  - Ease of application



# Medically Vulnerable Registry Benefits

1

## Emergency Plans

Help creating emergency back-up plans, including designated emergency contact

2

## Case Management

Help customers with one-on-one case management

3

## Notifications

Advanced notification of planned power outages

4

## Marked Meter

Purple seal on meter to coordinate maintenance work

5

## Wellness Checks

Emergency communications and wellness checks

6

## Social Services

Referrals to social service providers



# Medically Vulnerable Registry Current State

Life  
Support

## Annual Recertification

Resident's life support system, registered with and approved by the City, requires uninterrupted electric or water service.

Critical  
Illness

## Annual Recertification

Resident treated by a physician for paraplegia, hemiplegia, quadriplegia, Multiple Sclerosis or Scleroderma. Medical condition requires heating or air conditioning.

Serious  
Illness

## 60-Day Recertification

Resident treated by a physician for a disease or ailment impacted by changes in temperature.



*City Ordinance(s) 15-9-23 – MEDICALLY VULNERABLE RESIDENTS – No guarantee of uninterrupted power*

# Medically Vulnerable Registry Future State

Reduced Renewal Frequency	Current	Improvements
Life Support	Annual recertification	Lifetime, with annual check-ins
Critical Illness	Annual recertification	5-year certification, annual check-ins
Serious Illness	60-day recertification	Annual recertification
Expand Providers Who Can Certify	Current	Improvements
Life Support, Critical & Serious Illness	Licensed physician	Doctors, physician assistants, most licensed nurses, clinical social workers
Application and Recertification	Current	Improvements
Enrollment	Manual process	Online portal and application



# Next Steps

Council Consideration  
(May 2)

Secure online application  
(September 30)

Continue advertising & outreach

Pilot outreach to medical providers as resource experts  
(in progress)





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