IPN REQUEST RECEIVED

You receive an email from an LHJ requesting IPN.

If…	*Then…*
They ***have*** included the CalREDIE incident number and the name, telephone number, email and physical address of the local DIS who will be handling the investigation and receiving the incoming calls from the contact	Begin IPN by following the procedure described below.
They ***have not*** included the CalREDIE incident number and the name, telephone number, email and physical address of the local DIS who will be handling the investigation and receiving the incoming calls from the contact	Reply to the email requesting this information.

NOTE: Unless this investigation is specifically assigned to you and is part of your case load, you will be sending IPNs *ON BEHALF* of the local DIS handling this contact investigation. The contact will never know that a third party (you) sent them the email via the website as you will be signing the emails with the local DIS' name and contact information. The local DIS will receive the incoming telephone calls from the contact directly and notify you when contact is made so that you know to discontinue sending emails. **BE SURE THE LOCAL DIS/LHJ UNDERSTANDS AND IS CLEAR ABOUT THIS PROCESS.**

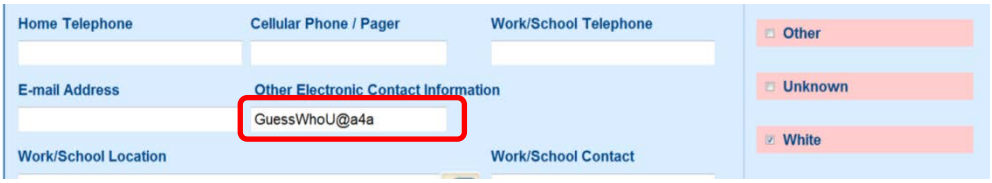
LOOK UP THE INCIDENT IN CalREDIE

1. On the Patient Tab:
    a. If the contact's name is not known, the last name should be listed as "Unknown-" followed by the original patient's (OP) incident number.

(continued on next page)

LOOK UP THE INCIDENT IN CalREDIE (continued)

b. The contact's screen name and website should be listed under "Other Electronic Contact Information".



c. Make a note of the screen name and website

NOTE: If the screen name/website is not listed here, it may be listed in the "Notes/Remarks" section of the Case Investigation Tab. If not, contact the LHJ.

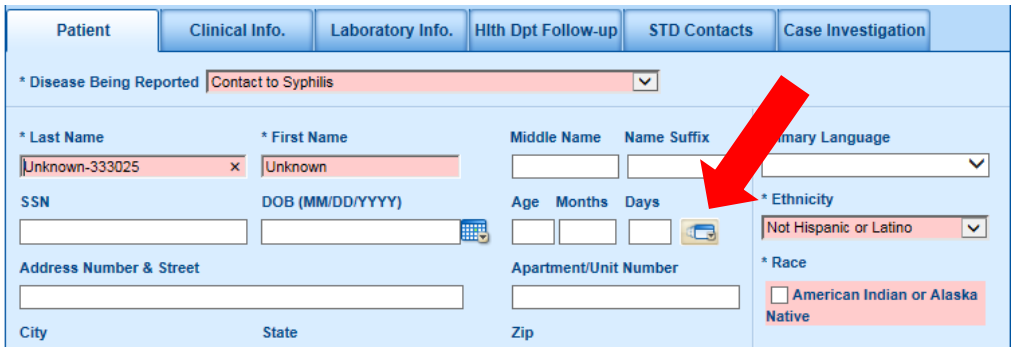
2. On the *Case Investigation* Tab:
   a. Ensure "Jurisdiction" entered is the jurisdiction requesting IPN or the jurisdiction in which the contact resides (NOT your home jurisdiction)
      i. This will allow the initiating LHJ to remain in control of the incident; State staff will still be able to access/edit the incident
   b. Ensure "Investigator" entered is the local DIS assigned to the investigation who will be receiving the incoming telephone call from the contact (NOT you)

3. On the *Hlth Dpt Follow-up* Tab:
   a. Ensure "Investigator Name" is the worker for the local DIS assigned to the investigation who will be receiving the incoming telephone call from the contact (NOT you)

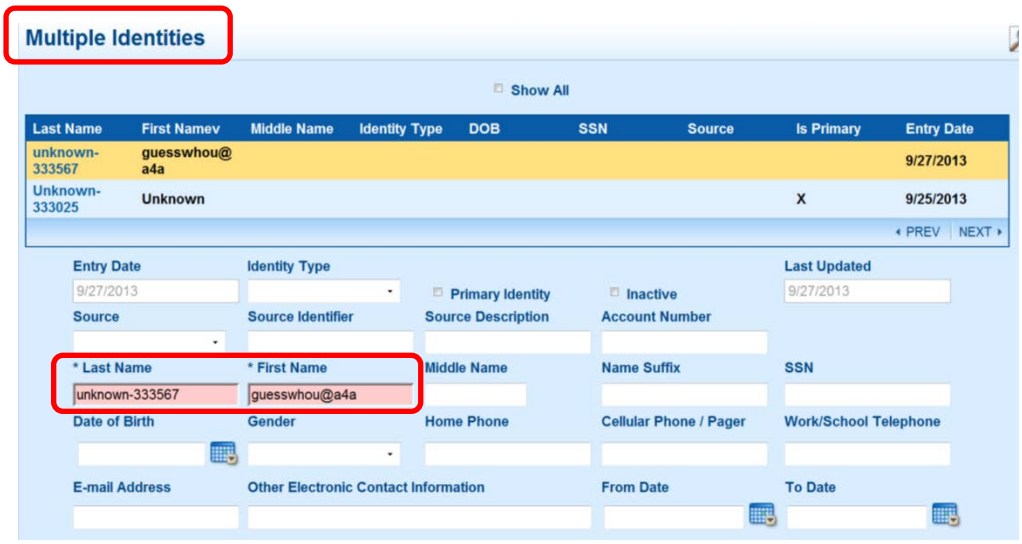
ENSURE SCREEN NAME ENTERED CORRECTLY TO ALLOW FOR "SEARCHING"

Utilizing the "Multiple Identities" feature on the Patient Tab for both original patients and contacts to additionally capture screen name information allows screen names to become searchable in the patient index.

1. Click the "Multiple Identities" icon



If…	
The LHJ has already correctly entered the screen name as a "Multiple Identity" (see image below)	Continue to the next step
The LHJ has not already entered the screen name as a "Multiple Identity"	You must do so. Please refer to the *Making Screen Names Searchable in CalREDIE* document ("DOCUMENTATION PROCEDURE" section)

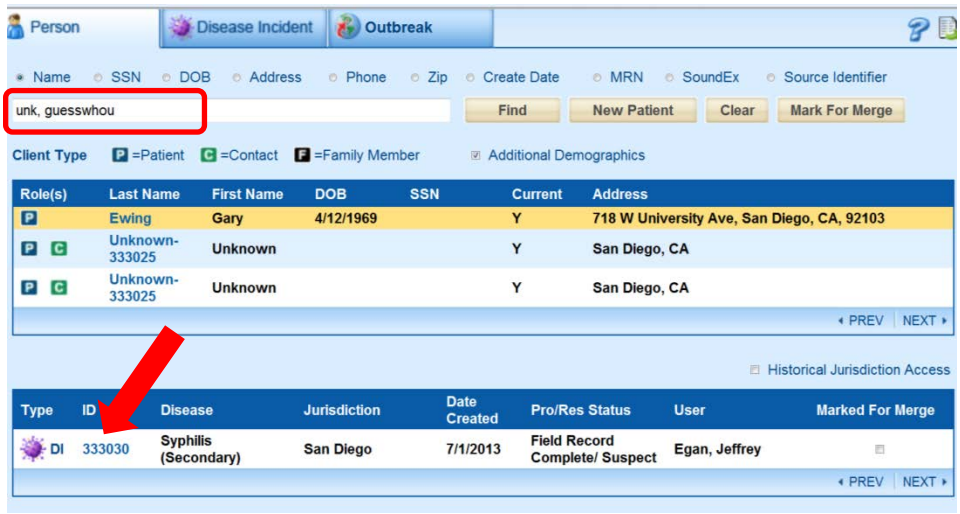


DETERMINE IF SCREEN NAME HAS PREVIOUSLY BEEN ENTERED IN CalREDIE

Prior to emailing the IPN contact, search the CalREDIE Person Index by screen name using the "Multiple Identities" function to determine if the screen name has previously been entered and/or investigated.

1. Click "Search"
2. Type "Unk," followed by the screen name
3. Check the box for "Additional Demographics" so that your search will include Multiple Identities
4. Click "Find"

A previous incident is found (see image below)	Review the previous incident. If name, contact, and locating information is available, update current incident and refer back to LHJ for traditional investigation. IPN is not necessary
No previous incidents are displayed	Continue to the next step



BEGIN IPN

1. Access the contact's profile on the specified website (this process varies by website)
2. Ensure the screen name is correct/exists
    a. If not, search and update CalREDIE as appropriate
3. Ensure the contact resides in the initiating LHJ
    b. If not, refer and update CalREDIE as appropriate
4. Send IPN #1
    a. Be sure to update the standard IPN email with the local DIS' contact information
5. Log your activity on your IPN log
6. Log your activity in CalREDIE for this incident under the Case Investigation Tab, "Notes/Remarks" section (e.g., "sent IPN #1")
7. Email the local DIS letting them know that IPN #1 was sent and remind them to email you if the contact telephones them so that you can discontinue sending emails
8. Repeat steps 4 through 7 for IPN #2 and IPN #3
    a. Wait at least 3 days but no more than 14 before sending subsequent emails
    b. If you are able to determine if previous IPNs were read, be sure to note this in CalREDIE and on the IPN Log because it will affect the dispo.

HLTH DPT FOLLOW-UP DISPOs

The patient responds to an email and contacts the local DIS	The local DIS should provide dispo on the Hlth Dpt Follow-Up Tab
You send all 3 IPNs and the patient does not contact the local DIS	You should provide the dispo on the Hlth Dpt Follow-Up Tab and remind the local DIS to close the incident

1. **Q** – if at least one email was opened/read, but the patient never called the local DIS
2. **Q** – if the patient responded with another email, and you sent the "*Standard IPN Requesting More Information*" email, but the patient never called the local DIS
3. **Q** – if after sending an email you later find the screen name/account was deleted and/or are blocked and unable to send any additional emails
4. **H** – if none of the emails were opened/read