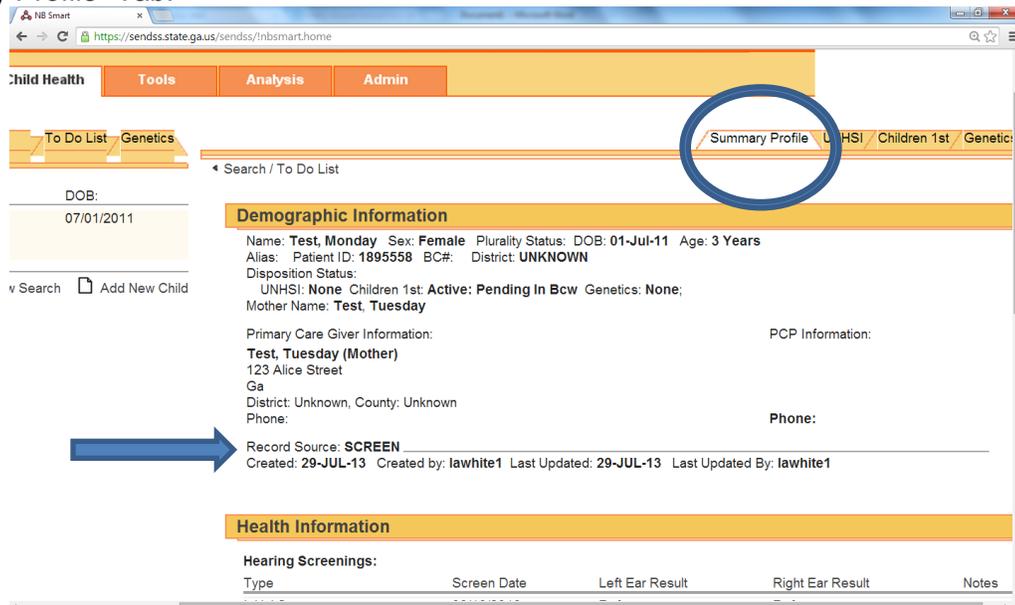


# State Electronic Notifiable Disease Surveillance System (SendSS) Frequently Asked Questions

- 1. I'm having difficulties searching and locating a child. Do you have any suggestions to help?**  
Only search by baby last name and date of birth. If that does not locate the child, then search by the first three letters of the last name and date of birth. Try using any last name associated with the child as sometimes the database has the mother's maiden name or the father's last name listed for the child. If you absolutely cannot locate the child, please submit the screening or diagnostic evaluation by C1st Screening and Referral form or Surveillance form to the District Coordinator that the child resides.  
Note: SendSS database launched in 2009. Records of children born prior to 2009 most likely will not be in the database.
- 2. When I search for a child, multiple records of the same child are listed. Which one do I use and enter the results?**  
Use the record that has the source listed as "EBC", if available. The source of the record can be viewed on the "Summary Profile" Tab.



For searches that have multiple records for the same child, please email the SendSS ID to the District Coordinator of the district the child resides in or Kelly Hermanns at [Kelly.hermanns@dph.ga.gov](mailto:Kelly.hermanns@dph.ga.gov).

- 3. If a family cancels or does not show for an appointment, should I document the missed appointment in SendSS?**  
No. Please contact (call or email) the District Coordinator of the district the child resides.
- 4. The information I have listed (e.g. Primary Care Giver Address, PCP Information) for the child is different than what I see in SendSS. Who do I notify to update the record?**  
Please include any updated information in the comments section screening or diagnostic record or email the SendSS ID and the updated information to the District Coordinator of the district the child resides or Kelly Hermanns at [Kelly.hermanns@dph.ga.gov](mailto:Kelly.hermanns@dph.ga.gov).
- 5. SendSS is operating very slowly. What is making it operate this slowly?**  
SendSS operates optimally in Google Chrome. Google Chrome is free to download. Searches can appear to run slowly, but remember, you're searching a database that contains all births in Georgia since 2009. At estimated birth rate of 130,000 per year, that's nearly a million records to search through to find possible matches.