Registration Quick Reference Guide for Meditech Users

The following guide is based on the Provincial Registration Standard and approved by the Provincial Health Information Management Leadership Committee. This guide will assist Meditech users in collecting accurate and complete registration information within local registration systems.

Information captured during the registration process is exchanged with the Client Registry (CR). As the foundational component of HEALTHe NL, the provincial electronic health record (EHR), the CR enables staff responsible for registration functions to obtain up-to-date demographic information associated with a person receiving services. Updated demographic information collected locally is also sent to the CR. This information is then shared among the regional health authorities (RHAs), connected pharmacies and the Department of Health and Community Services Medical Care Plan (MCP). The information contained with the CR is used by many people within the provincial health system, including the Centre for Health Information.

Search Method

When searching for a client, the Meditech system is searched first. If found locally users are prompted to query the CR in order to retrieve the most current demographic information for a client.
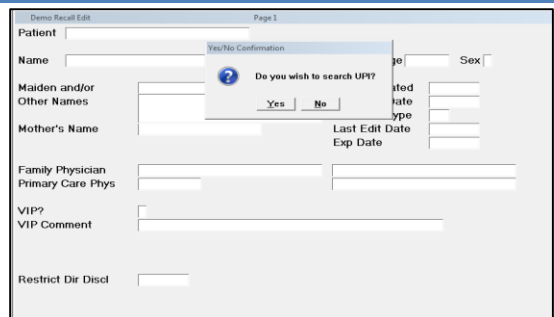
If the client record is not found in the local system, then a search of the CR should be done which may result in the CR returning a list of possible clients.

There are three ways by which to search for the client in the local registration system:
1. **Health Card Number (HCN)** (e.g., MCP #329123123123)
2. **Hospital Card Number or Unit Number** (e.g. U12345678)
3. **Patient/client/resident demographic info** (e.g. Brown, Mary DOB: DD-MM-YYYY)

The preferred search method is by MCP # as this has the highest likelihood of returning an accurate match.

It is important to validate and update demographic information. Always ask the client to confirm his/her name, address, phone number, etc. When changing information, stop to confirm the information is being changed on the correct record. By taking these extra steps users will select the 'right' health record for the 'right patient.

Sex Field

This field records the sex of the client (male, female, unknown). The sex should align with the data recorded on the MCP card. The ninth digit of the MCP number is a sex code [Male (0-4) Female (5-9)]. **WHAT NOT TO DO……**

In the case of errors or sex transformation, DO NOT make changes to the client's record until the information on the MCP card has been changed.

Date of Birth Field

This field records the day, month and year of a client's birth.
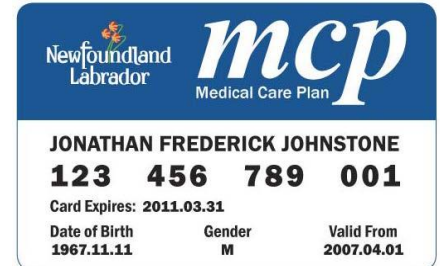
WHAT TO DO......
- ✓ Verify the need to change a date of birth before making any changes to an existing date of birth. Ensure the changes are being made in the correct client record.
- ✓ Enter January 1, 1850 (01-01-1850) as date of birth if it is unknown.

WHAT NOT TO DO......
- 🚫 DO NOT leave blank or enter any other date to represent an unknown date of birth (e.g. 01-01-1900).

Name Fields

The name field records the client's full legal name. The first, middle and last name should align with the name on the MCP card.

Newfoundland Labrador
mcp Medical Care Plan
JONATHAN FREDERICK JOHNSTONE
123   456   789   001
Card Expires: 2011.03.31
Date of Birth   Gender   Valid From
1967.11.11   M   2007.04.01

WHAT TO DO......
- ✓ If the middle name is blank or an initial, ask the client for his/her middle name and update (e.g., Ann replaces A). Otherwise, refrain from making changes to name fields unless they align with the MCP card.
- ✓ If there is a typo on the MCP card (e.g., Mayr vs. Mary), direct the client to contact MCP regarding the discrepancy. If MCP can verify the correct data against its records, it will issue another card immediately. If MCP has no record of the typo, MCP will require legal documentation to make the change.
- ✓ When a person has no first name and one or more surnames, enter the phrase "NO FIRST NAME" in the FIRST NAME field and the person's single or multiple surname(s) in the LAST NAME field.
- ✓ In the case of a person with a first name but no surname, enter the person's name in the FIRST NAME field and the phrase "NO SURNAME" in the LAST NAME field.

WHAT NOT TO DO......
- 🚫 DO NOT enter nicknames, short forms, or additional names to this field.
- 🚫 DO NOT use punctuation such as "", (), :, /, \ , (:) and * to bypass a field as this creates errors.

Registering Babies or Neonates

WHAT TO DO......
- ✓ Enter BB OF__ or, BG OF __. (e.g., BROWN, BB OF MARY or BROWN, BG OF MARY)
- ✓ In the case of multiple births, the # (number sign) indicates the birth order regardless of sex (e.g., BROWN, BB#1 OF MARY; BROWN, BG#2 OF MARY;   BROWN, BB#3 OF MARY)
- ✓ If a child returns for service after discharge but an MCP card has not yet been issued for the child, Meditech users should register the name as provided by the parent. Any changes to the name after this point in time are treated as a legal name change.

WHAT NOT TO DO......
- 🚫 DO NOT add additional characters or information (e.g., father, wife, etc.).
- 🚫 *DO NOT add the mother's MCP# to the baby's record.*

Unidentifiable Individuals

WHAT TO DO......
- ✓ If you are unable to identify a client, register him/her as Jane Doe (Female) or John Doe (Male). Demographic information will also be unknown and is therefore to be recorded as:

Data Field	Prescribed Value to be recorded
Name	John or Jane Doe, #1,#2 or #3
Street 1	NO KNOWN ADDRESS
City	NO KNOWN ADDRESS
Province	NL

Postal Code	Postal code of the facility
Home Phone	000-000-0000
Date of Birth	01/01/1850

✓   Update the demographic information as soon as it becomes known.

WHAT NOT TO DO……

🚫   DO NOT create a new Jane/John Doe record until you have performed a lookup in Meditech to determine if any current records exist for another Jane/John Doe and the number assigned to the previous unidentified registrant.

Address Fields

Address fields can have multiple purposes (e.g., client contact details and/or MCP renewal). The primary address records the client's permanent mailing address. For temporary addresses including those of transient workers, incarcerated persons or vacationers a primary address should be recorded.

WHAT TO DO……

ADDRESS to be recorded as:

Mailing Address + Street Address	Line 1: PO Box 555 Line 2: 70 O'Leary Avenue
Mailing Address only	Line 1: PO Box 555 Line 2:
Street Address only	Line 1: 70 O'Leary Avenue Line 2:
General Delivery	Line 1: General Delivery Line 2:

WHAT NOT TO DO……

🚫   DO NOT record any abbreviations. For example; Gen Del, GD, G/D or other variations

WHAT TO DO……

✓ Record the POSTAL CODE as: ANA NAN (e.g., A1B 2C7)   A = alphabetic, N = numeric.
   Visit www.canadapost.ca to use the postal code look-up tool.

✓ If the postal code is unknown, unavailable or not yet assigned by Canada Post, use A9A 9A9. When registering
   unidentifiable people (i.e. John/Jane Doe) use the postal code of the registering facility.

WHAT NOT TO DO……

🚫 DO NOT skip, bypass or add incomplete/invalid postal code data such as a mini postal code (NL), XIX IXI
   or other variations as this may cause data quality errors.

WHAT TO DO……

✓ PHONE NUMBERS recorded must include the area code (e.g. 709-752-6006). If phone numbers are unknown, enter
  as 000-000-0000. The 10-digit phone number is the standardized format shared with other sources.

WHAT NOT TO DO……

🚫   DO NOT add text or characters such as 709-752-6006 (Father) or any other punctuation.

No Known Address

The phrase **NO KNOWN ADDRESS** is used to record the address of:
- A person with no fixed address
- A person who refuses or is unable to provide an address

WHAT TO DO……

✓ In these situations staff should query the Client Registry and accept Client Registry information if available.   Staff
  without CR query capability should use local information if it exists. If the address still cannot be identified, add a

new record to the local system using NO KNOWN ADDRESS in the STREET and CITY fields, NL in the PROVINCE field and A9A 9A9 in the POSTAL CODE field. This field can be updated if/when the client provides the details or the information becomes known.

Correctional Centre, Shelters and Group Homes

For individuals living in group homes, shelters or are currently incarcerated, it is at the discretion of the client to provide a mailing address. If a primary address is not provided, use the mailing address of the group home, shelter or correctional centre. The address for Her Majesty's Penitentiary should be recorded as:

Mailing Address + Street Address	Line 1: P.O Box 5459
	Line 2: 89 Forest Road
Mailing Address only	Line 1: PO Box 5459
	Line 2:
Street Address only	Line 1: 89 Forest Road
	Line 2:

WHAT NOT TO DO……

🚫   DO NOT record names in the address field (e.g., Her Majesty's Penitentiary or HMP).

Expired/Deceased in Error

When a discharge/departure disposition of 'expired' is selected, the date entered in the DISCHARGE/DEPARTURE DATE field auto-populates the EXPIRY DATE field in the Master Patient Index (MPI).

WHAT TO DO……

✓ When discharging a client, it is important to correctly record the applicable status in the DISCHARGE/DEPARTURE DISPOSITION field. Only deceased patients should be assigned the disposition of 'expired'. If a patient is expired in error, this can lead to termination of a living individual's MCP coverage and cancellation of orders and future appointments.

✓*Contact the Health Records Department and the Registry Integrity Unit as soon as possible if a patient is expired in error or upon discovery of such errors previously made.*

Registration Based on a Requisition

In addition to the above, **laboratory staff** are required to complete additional registration procedures when processing *Requisition Only* (rather than in-person registration). When the registration is performed based on a requisition:

WHAT TO DO……
- ✓ Users with CR query capability should query the Client Registry (i.e., Meditech users) and accept Client Registry information if available, matching at minimum two of three key identifiers (MCP number, Date of Birth, Name).
- ✓ Users without CR query capability should use local information (if it exists), matching at minimum two of three key identifiers (MCP number, Date of Birth, Name).
- ✓ When no match occurs, a new record should be added to the local system.

🚫   **WHAT NOT TO DO……**

DO NOT change administrative or demographic information based on the information provided on the requisition and/or specimen.

Registration of Stillbirths, Specimens for Autopsy and Telehealth Services

Refer to the Provincial Standard for Registration for specific registration instructions to be followed in these situations.

MCP Contact Numbers

Avalon Region	1-866-449-4459
Central, Western and Labrador Grenfell Regions	1-800-563-1557

For more information, please contact your local Health Records Department.