



CRMS

PROVINCIAL
REGISTRATION
USER GUIDE v2.0
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STATEMENT OF PURPOSE

This document is to provide staff that uses the Client and Referral Management System (CRMS) within the Province of Newfoundland and Labrador, with a guide that will support them when registering a client.

WHAT IS CRMS?

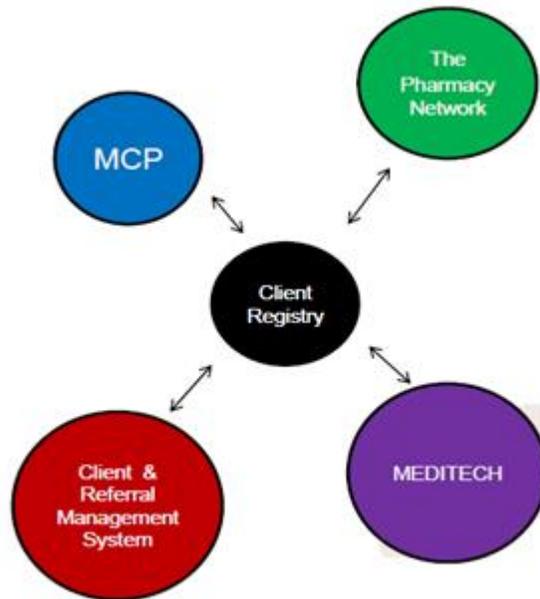
The Client and Referral Management System (CRMS) is an integrated electronic information system designed to meet objectives in the area of client management and referral management for clients receiving community-based services from the regional health boards.

It is a provincial client record database overseen by the Department of Health and Community Services. The data within CRMS is currently grouped according to the boundaries of the Regional Health Authorities.

CRMS contains client records, including: demographics and administrative information, referrals, programs, services, and clinical activities provided by Health and Community Services to residents of the province. Service providers of various disciplines create, access, and use these records. Only authorized employees of the regional health authorities (RHAs) as well as the Departments of Health and Community Services and Child, Youth and Family Services can access information within CRMS; this access is restricted based on the provider's role and service responsibility.

CRMS exchanges information with the Client Registry of the provincial electronic health record-HealthNL. The Client Registry is used by various source systems throughout the province to retrieve and validate the most complete and up-to-date client demographic and administrative information available (e.g., name, address and identification numbers). The Client Registry does not contain clinical information but enables clinical information to be linked to the correct individual within HealthNL.

Key information is populated in CRMS through an interface with the provincial Client Registry. It provides an up to date name and address based on the most recent registration at one of the source systems (Hospital, Pharmacy, CRMS, and MCP). To exchange with the Client Registry, CRMS must meet a minimum data set of criteria that includes: first name, last name, date of birth and sex. Once the connection is made, CRMS will exchange (send and receive) updates with the Client Registry every minute.



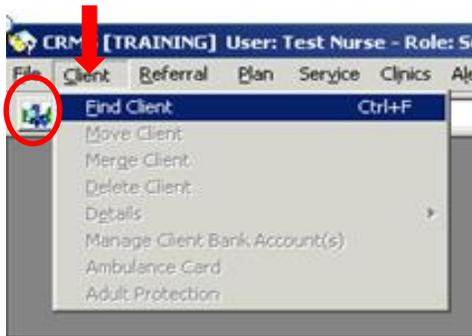
The Client Registry Viewer tool will allow authorized CRMS staff to view the most recent client demographic and administrative information available, including name, date of birth, address, MCP #, etc. Access to the Client Registry Viewer can be requested through your manager to the Newfoundland and Labrador Center for Health Information.

SEARCHING FOR AN INDIVIDUAL CLIENT

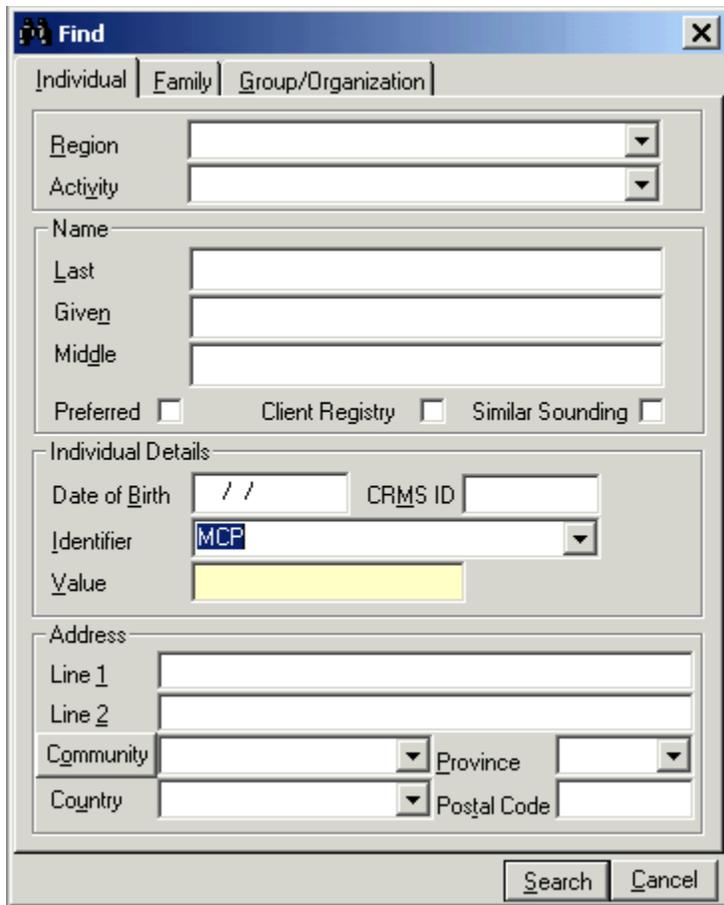
When searching for an individual record, you can do one of two things:

1. Select "Client" – "Find Client"

2. Select the icon 



You will be brought to the following screen to enter the client search criteria.

A screenshot of the 'Find' dialog box in the CRM software. The 'Individual' tab is selected. The 'Region' dropdown is set to 'MCP'. The 'Activity' dropdown is set to 'MCP'. The 'Name' section has 'Last', 'Given', and 'Middle' fields. The 'Preferred' checkbox is checked. The 'Client Registry' and 'Similar Sounding' checkboxes are unchecked. The 'Individual Details' section has 'Date of Birth' (//), 'CRMS ID' (), 'Identifier' (MCP), and 'Value' (). The 'Address' section has 'Line 1', 'Line 2', 'Community', 'Province', 'Country', and 'Postal Code' fields. The 'Search' and 'Cancel' buttons are at the bottom.

The following list shows the preferred order when searching for a client, pending available information. For instance, if you have the MCP, search using MCP. If not, use the CRMS ID and so on.

1. MCP
2. CRMS ID
3. Demographics

SEARCHING WITH MCP

When using the MCP option:

- Click on the drop down box next to the “Identifier” field
- Select MCP
- The “Value” field below will turn yellow, and will require a valid MCP number to continue

SEARCHING WITH CRMS ID

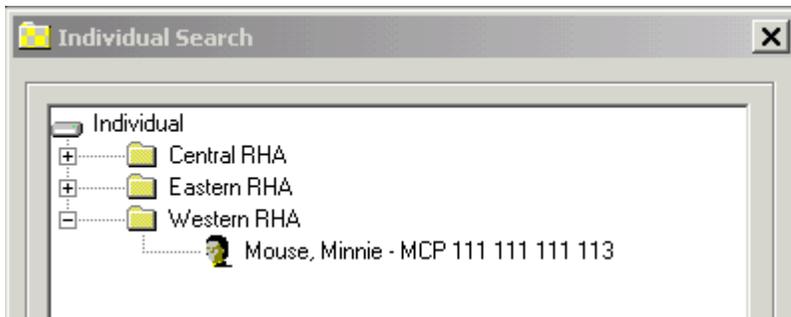
This is to be used when a file already exists and you have the CRMS ID.

SEARCHING WITH DEMOGRAPHIC INFORMATION

If using the Demographics option when searching for a client and there are matches, the “Individual Search” screen will open with a list of potential matches. The search is provincial and this will provide any matches in all regions as shown below. Note: when entering the client’s name you must enter at least 2 characters in the “Last Name” field. You can also tick the “Similar Sounding” box and a search for the same and similar sounding names will be done.



To expand the list click on “+”

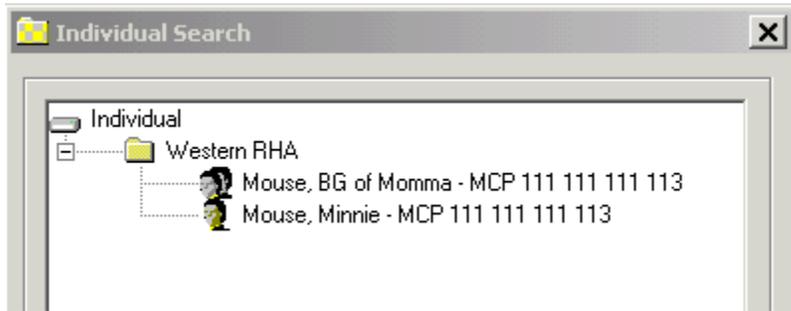


TRANSFERS

If the individual file you are looking for is in another region, you will need to request a file transfer. The exception to this is when a client is referred to the Humberwood Program (Corner Brook), Grand Falls-Windsor and Paradise Youth Treatment Center, or the Recovery Center (St. John's). To identify where your client file is located, open the client's demographic screen and view the bottom left of your CRMS screen. Please refer to your regions policy on requesting an electronic file transfer and for temporary electronic file transfers, less than 30 days.

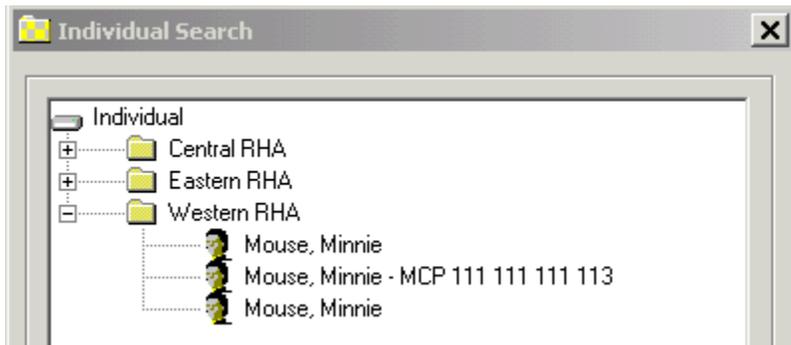
CLIENTS WITH PREFERRED AND OTHER NAMES

If the client has more than one name recorded and a search is completed with an MCP or CRMS number or partial name, the search tree will display a double head/dual face next to one of the names as shown below.



DUPLICATE/MULTIPLE FILES

If the client has been registered in CRMS more than once, the client will have more than one file and may appear in the search tree as shown below. Don't mistake a client that has more than one file with a client that has preferred and other names. Also, selecting each name will take you to different CRMS IDS. If you discover a client with more than one CRMS ID number, please request to have the files merged as per your region's policy.

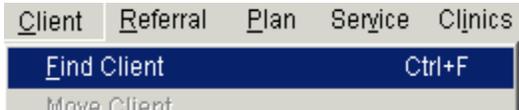


ADDING A NEW CLIENT

Always search using multiple methods (E.g. MCP, demographic information, Search by Name Variations, Search by Partial Name, Search by Similar Sounding feature) as illustrated below before proceeding to add a new client.

Search by MCP

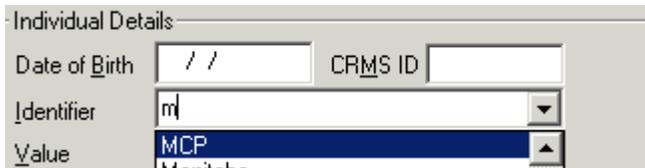
Select Client – Find Client from top menu bar



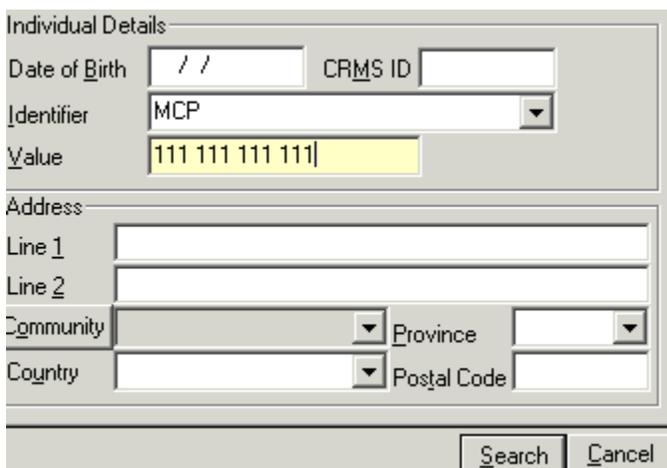
Or click on Find Client Icon



Select MCP from the Identifier drop down list

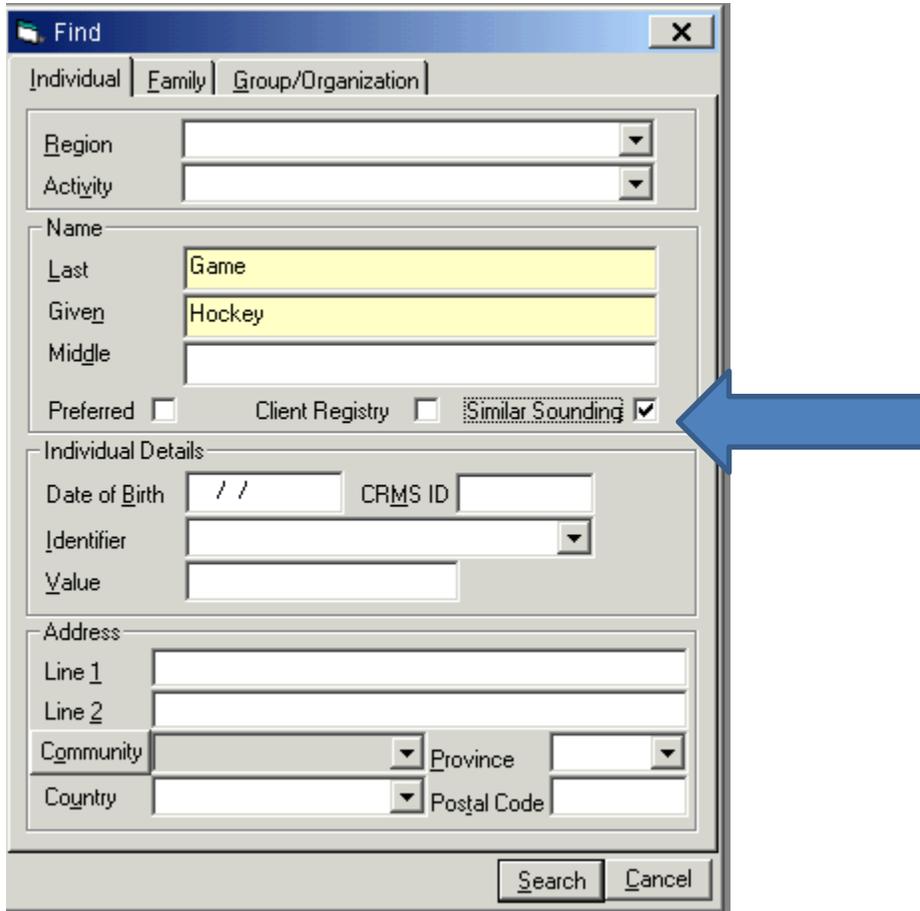
A screenshot of the 'Individual Details' form. The 'Date of Birth' field has slashes. The 'CRMS ID' field is empty. The 'Identifier' dropdown menu is open, showing 'MCP' as the selected option. Below it, the 'Value' field is empty.

Enter MCP number in the Value field, click on Search

A screenshot of the 'Individual Details' form. The 'Date of Birth' field has slashes. The 'CRMS ID' field is empty. The 'Identifier' dropdown menu is set to 'MCP'. The 'Value' field contains the text '111 111 111 111'. Below the form, there are fields for 'Address' (Line 1, Line 2), 'Community', 'Province', 'Country', and 'Postal Code'. At the bottom right, there are 'Search' and 'Cancel' buttons.

Search by Name and/or Variation of Name

Enter Last and Given name/s or a variation of name in applicable fields; best practice is to tick “**Similar Sounding**” box. Click on Search



An unsuccessful search for an individual file will result in one of the two following situations:

1. If a match to the search criteria is not found the prompt below will display.



- Select “Yes”
2. You may be provided with a search tree of potential matches. If the client you are searching does not appear in the search tree provided:
 - Highlight any line in the list

- Right click
- Select “New Client”



NEW INDIVIDUAL DETAILS PAGE

The following is the New Individual Details Page for the individual client file. When this page is complete and saved, the client will be registered in CRMS. There are very specific requirements when registering a new client or updating a client in CRMS. The more information that can be added to a client’s demographics, the more likely the client will be uniquely identified.

Yellow fields are mandatory.

KEY COMPONENTS OF REGISTRATION

NAME

- Ensure the name entered is as it appears on the MCP/HC card if such card is available
- Ensure accurate spelling of the name
- For married women, add the Maiden name if it can be provided
- When registering a baby or neonate and a proper name is not yet provided use the following format:
 - Please Note:
 - BB for Baby Boy; BG for Baby Girl
 - If mother's last name is different than the baby's last name, include the mother's last name.
 - E.g. Mouse, BB of Minnie (same last name).
 - E.g. Mouse, BB of Minnie Smith (different last name).
 - The # (number sign) indicates the birth order of multiple births regardless of gender.

Single Birth:

- Last Name, BB or BG of "Mothers Name".
 - E.g., Mouse, BG of Minnie or Mouse, BB of Minnie

Multiple Births - Different Gender:

- Last Name, BB of "Mothers Name"
- Last Name, BG of "Mothers Name"
 - E.g., Mouse, BB#1 of Minnie; Mouse, BG#2 of Minnie

Multiple Births - Same Gender Boys

- Last Name, BB I of # (*2, 3, 4, etc.) of "Mothers Name"
- Last Name, BB II of #of "Mothers Name"
 - E.g., Mouse, BB#1 of Minnie; Mouse, BB#2 of Minnie

Multiple Births - Same Gender Girls

- Last Name, BG I of # (*2, 3, 4, etc.) of "Mothers Name"
- Last Name, BG II of #of "Mothers Name"
 - E.g., Mouse, BG#1 of Minnie; Mouse, BG#2 of Minnie

Multiple Births - Single Gender & Multiple Genders

- Last Name, BG of "add Mothers Name"
- Last Name, BB I of # (*2, 3, 4, etc.) of "Mothers Name"
- Last Name, BB II of #of "Mothers First Name"
 - E.g., Mouse, BB#1 of Minnie; Mouse, BG#2 of Minnie

CLIENT REGISTRY

CRMS exchanges information with the Client Registry (CR). For this exchange to occur, CRMS must meet a minimum date set of criteria that includes: first name, last name, date of birth and sex. The CR

provides up to date name and addresses back to CRMS based on priority attribute settings from the following source systems (Hospital, Pharmacy and MCP). The most updated names and addresses can be found in the Client Registry tab and should be compared to what has been recorded in the corresponding CRMS name and address fields.

The CR also provides CRMS with passive updates to the following fields: MCP Number, Date of Birth, Sex and Date of Death. Updates to these fields are auto-populated and appear highlighted in blue. CRMS and the CR exchange (send and receive) updates every minute to ensure updated information is being captured for a client.

A screenshot of a date selection interface. It features a dropdown menu with 'Deceased' selected and a checkmark. To the right is a text input field containing 'Date Deceased (yyyy/mm/dd)' and a date picker showing '2016/01/22'. Below these are three buttons: 'Undo', 'Save', and 'Close'.

If the data set is entered into CRMS, the client's full name will appear in the Client Registry field in capital letters. If there is an update, the name will be highlighted in blue. You can also view the address by clicking the address tab to the right.

A screenshot of the 'Client Registry' form. It has two tabs: 'Name' and 'Address'. The 'Name' tab is active, showing fields for 'Salutation', 'Last' (Dilgard), 'First' (Cathleen), and 'Middle / Maiden' (Penelope). The 'Last' and 'First' fields are highlighted in blue.

A screenshot of the 'Client Registry' form with the 'Address' tab active. It shows fields for 'Line 1' (50414 Caribou RD), 'Line 2', 'Community' (Botwood), 'Province', 'Country' (Canada), and 'Postal Code' (A9R7K4). The 'Line 1' and 'Postal Code' fields are highlighted in blue.

If the demographic information in the CR section differs then the information in the CRMS demographic section please verify with client; add and/or update information as required.

ADDRESS

CRMS provides two types of addresses for the client:

- Preferred address
- Mailing address

Preferred Address				Mailing Address			
Type	Perm	Residency Type	Unknown	Same as Preferred <input type="checkbox"/>			
Line 1		Line 2		Line 1		Line 2	
Community	Unknown	Province	NL	Community	Unknown	Province	NL
Country		Postal Code		Country		Postal Code	
Home Phone	709-__-__	Work	709-__-__	Client District			
Cell Phone	709-__-__	Email		Client District History			
Directions to Location				Client District History			

Preferred Address

This address should reflect the client’s current residence. It can be a temporary address and can include the local address of transient workers, incarcerated persons (using Postal Box or General Delivery, *not* the name of the facility) or vacationers. As well, it can be the client’s permanent residence.

Mailing Address

This is the primary address and is the address that exchanges with the Client Registry. This address field records the mailing address of the permanent family home.

If the Mailing Address is the same as the Preferred Address you can tick “Same as Preferred” and the information will carry over.

Same as Preferred

If the box is not selected, no address is exchanged with the Client Registry. **There should always be an address in the Mailing Address fields** in order for the Client Registry to benefit from information collected in CRMS.

The address should always be in the following format:

Mailing Address + Street Address	Line 1: P.O. Box 35 Line 2: 1 Main Street
Mailing Address Only	Line 1: P.O. Box 35 Line 2:
Street Address Only	Line 1: 1 Main Street Line 2:
General Delivery	Line 1: General Delivery Line 2:

Please Note:

- Do not use any abbreviations i.e., General Delivery is preferred, do not abbreviate to Gen Del, GD, G/D or other variations.
- Do not identify youth or adult correctional facilities, or transition houses. The mailing address should be the client’s permanent address or most recent address prior to incarceration/entry. If

you must enter the address of the facility, do so by postal box or using General Delivery. Do not enter the name of the facility in the address field.

- It is at the discretion of the client to provide a mailing address when s/he is living in a temporary shelter. If desired by the client, staff may collect the mailing address of a friend or relative or the mailing address of the shelter (do not include shelter name i.e., Iris Kirby House) to receive correspondence.
 - In these instances, the Mailing address field should remain blank. The shelter address (not name of shelter) may be recorded as the preferred address (temporary).
- When a child in protective custody presents to a clinic, the onus is on the person accompanying the child (e.g., social worker, foster parent) to register according to the appropriate Child Youth Family Services guideline/s.
- There are special considerations when recording the address of:
 - people with no fixed address (homeless)
 - people who refuse or are unable to speak (unidentifiable)

In these situations staff should check the Client Registry tab and confirm information if available. If no information is available, staff should add a new record to CRMS using NO KNOWN ADDRESS in LINE 1 and COMMUNITY fields, NL in the PROVINCE field of the Preferred and Mailing Address. The postal code can be left blank. These fields can be updated at a later date.

- Postal codes can be found at www.canadapost.ca
- The selection in the “Community” drop down box will reflect the region the file is located. If you are required to enter a community outside of the region you are in then click the “Community” button and the drop down box will expand to include communities from other regions.

Modifying an Existing Address

When making a correction to or modifying an existing address:

- Click on the line you need to update in the address field and backspace.
- you will get the following prompt:



- If the client still resides at the address on file but the address on file requires a correction, you select “Modify”.
- Modify the address
- Save

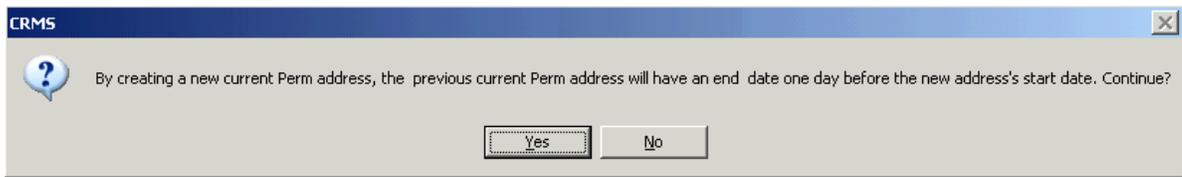
Adding a New Address

If the client has moved to a new address:

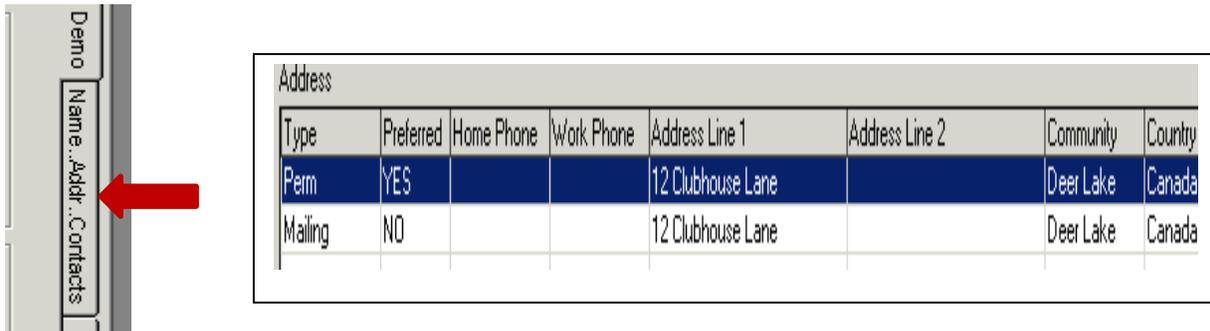
- Click in the address field and backspace.
- you will get the following prompt:



- Select “Add New”
- The Add New Address for <client name> screen will display:
- Fill out correct address
- Identify the Residency Type
- For a client who has moved and both the preferred and mailing addresses will be the same, select Perm under the Address Type
- Ensure to update the Client District if there is a change
- Select Save



When a new address is entered, CRMS will retain the historical data. You can view this by selecting the Name.Addr.Contact tab to the right of the client’s demographic page. You can also go to the Name.Addr.Contact tab, click into the Address grid, right click and add or modify the address here.

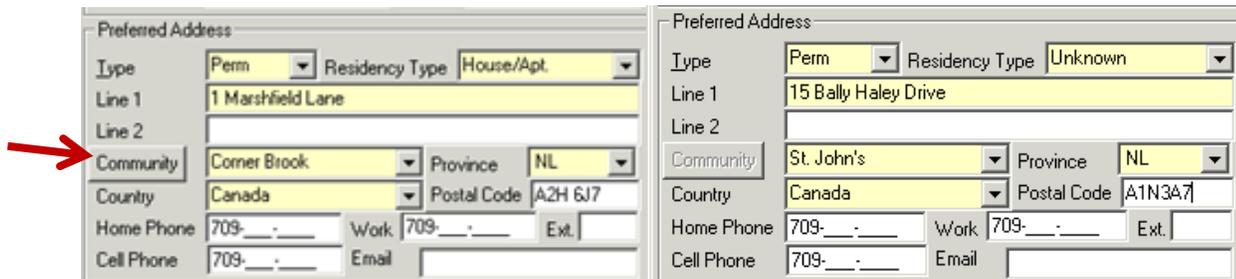


Adding an Out of Region/Province Address

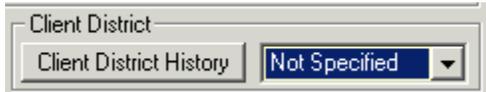
When a client receives short term service, or is temporarily in Western Region, you can add alternate address for a client.

To enable the full community list in NL

- Click the Community Button (it will grey out once selected)

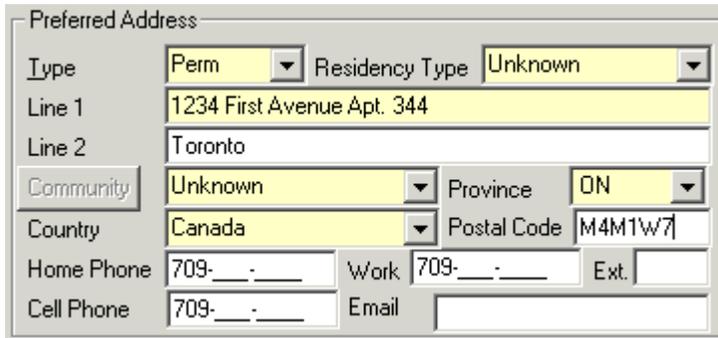


The Client District will have to be set:



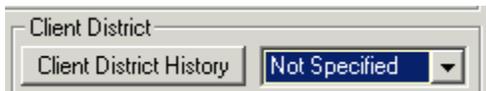
A screenshot of a software interface showing a dropdown menu for 'Client District'. The menu is open, displaying 'Not Specified' as the selected option. To the left of the dropdown is a button labeled 'Client District History'.

An out of province address can be added:



A screenshot of a 'Preferred Address' form. The form contains several fields: 'Type' (Perm), 'Residency Type' (Unknown), 'Line 1' (1234 First Avenue Apt. 344), 'Line 2' (Toronto), 'Community' (Unknown), 'Province' (ON), 'Country' (Canada), 'Postal Code' (M4M1W7), 'Home Phone' (709-...-...), 'Work' (709-...-...), 'Ext.' (), 'Cell Phone' (709-...-...), and 'Email' ().

The Client District will have to be set:



A screenshot of a software interface showing a dropdown menu for 'Client District'. The menu is open, displaying 'Not Specified' as the selected option. To the left of the dropdown is a button labeled 'Client District History'.

DIRECTIONS TO LOCATION

If required, provide a more detailed description for directions to the client's residence. Do not record confidential information in this field.



A screenshot showing two forms side-by-side. The left form is 'Preferred Address' with a text area containing 'Second house on right'. The right form is 'Mailing Address' with a checkbox 'Same as Preferred' checked, 'Line 1' (123 Water S), 'Line 2' (), 'Community' (Badger), 'Country' (Canada), and a checkbox 'Directions to Location' checked.

CLIENT DISTRICT

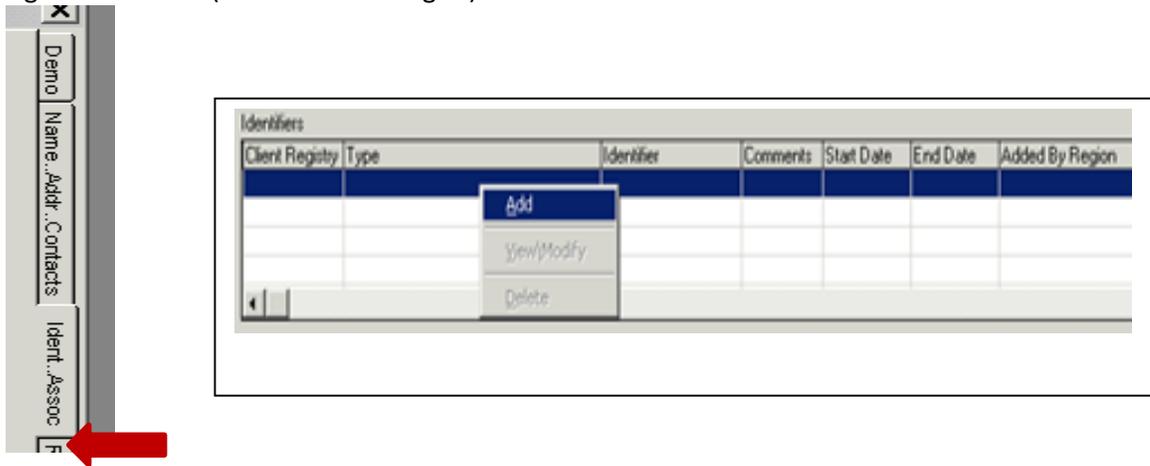
Continue with the current practice in your region. See Appendix A for a complete list of communities by client districts.

MCP

- Ensure the number entered is the same as it appears on the MCP card. If unsure of the MCP number, leave blank and enter when it is known.
- Do not use a parent's MCP number when a newborn has not received an MCP number (i.e. Live birth notifications).
- If the client recently moved NL and has not yet received an MCP card, if access is available enter an Alternate Health Care Number as follows:

Select the Ident.Assoc Tab on the right side of the client's demographic screen.

- Right click to add (In the Identifiers grid)



Enter the following:

- Card Type
- Value
- Validity Date can be entered in the comments.

DATE OF BIRTH

Use format Year/Month/Day. If you do not know the DOB, leave blank and fill in when able to. If you have access to Client Registry, you can check for a DOB there.

SEX

The sex of the client must align with the gender data recorded on the MCP card and embedded in the MCP number itself. If the sex is not provided and you have the MCP number, you can determine the client's sex by looking at the 9th digit. Numbers 0-4 indicate Male and numbers 5-9 indicate Female. If there is an error in the MCP number related to sex or if there was a sex reassignment surgery do not change the MCP number in CRMS until this MCP number has been changed. Advise the client to submit

the *Information Update* form to MCP with accompanying legal documentation. Once changed by MCP, the new MCP number and sex can be entered into CRMS.

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

COMMENT SECTION

Continue with the current practice in your region. Please note, do not use this section to document confidential or permanent information.

ETHNICITY

Choose the appropriate option from the drop down box provided.

DECEASED/DATE DECEASED

Only check deceased if it is confirmed that client is deceased. Enter the date client became deceased if known. This information is shared with Client Registry. Client registry is updated every minute, once the information is updated and uploaded with the Client Registry it is shared with other systems (E.g. Meditech and MCP).

RESOURCE UTILIZATION

Continue with the current practice in your region.

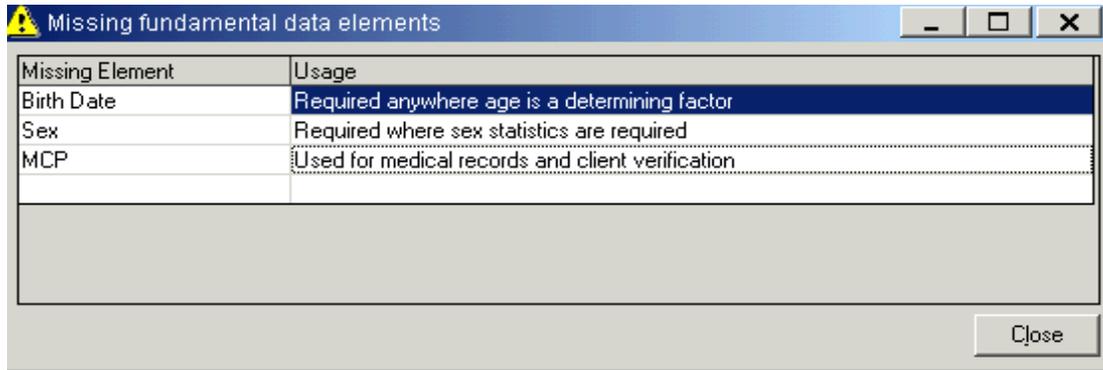
SAVE

When all information has been entered into the Demographic page

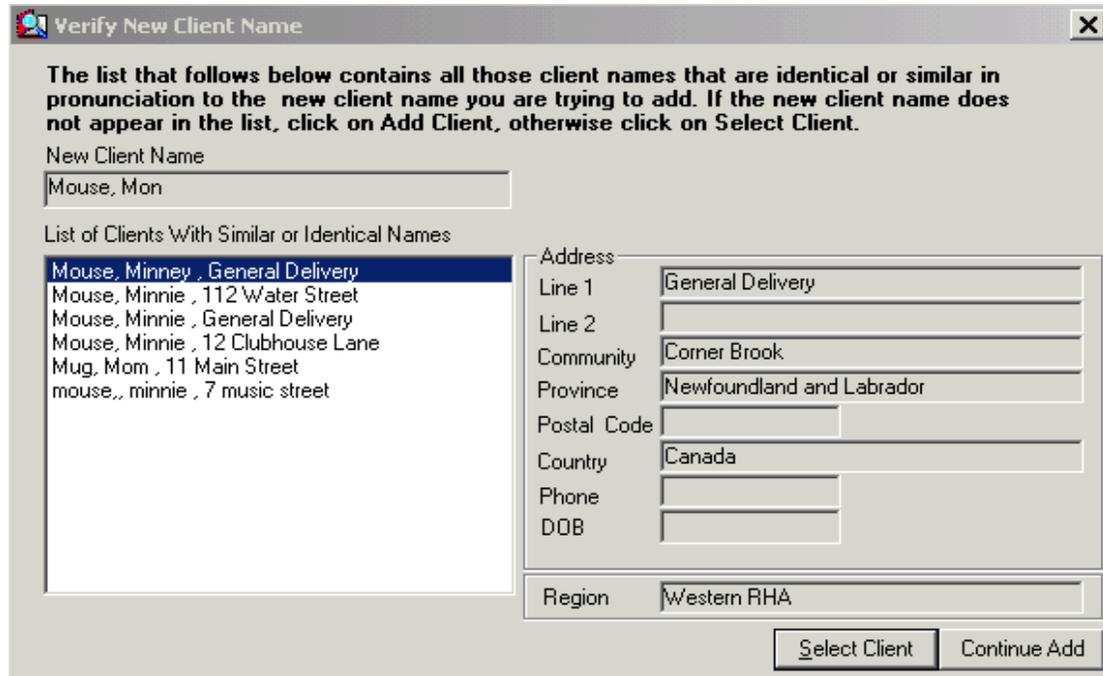
- Click "Save"

You may get the following prompt if one or all three items are not on the demographic page.

- Click "Close" and remember to enter the important information once known.



If the demographic information you are entering is similar to another client file, you will receive the following prompt:

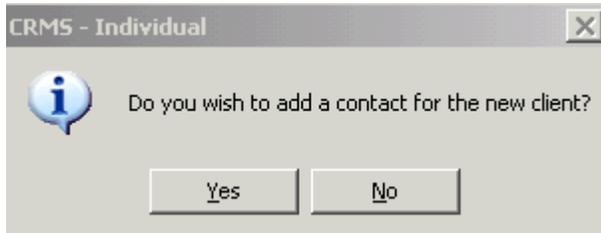


Please review the possible matches to determine if the client you are attempting to register is already registered in CRMS.

- If the client *is* already registered
 - highlight the client in the list to the left
 - Click “Select Client”
- If the client is *not* already registered
 - Click “Continue Add”

ADDING A CONTACT

On initial registration, you will get a prompt to add a contact for the new client.



Continue with the current practice in your region.

APPENDIX A-District and Associated Communities

Western Health

District	Township Name	
Burgeo	Burgeo Francois Grand Bruit	Grey River Ramea
Bonne Bay	Birchy Head Cow Head Curzon Village Glenburnie Norris Point Parsons Pond Rocky Harbour Sally's Cove	Shoal Brook St. Paul's Three Mile Rock Trout River Wiltondale Winterhouse Brook Woody Point
Port Saunders	Daniel's Harbour Eddies Cove Hawke's Bay Port Aux Choix	Port Saunders Portland Creek River of Ponds
Deer Lake	Cormack Deer Lake Hampton Jackson's Arm Nicholsville Pasadena	Pollard's Point Pynn's Brook Reidville Sop's Arm St. Judes
Channel	Burnt Islands Cape Anguille Cape Ray Channel Coal Brook Codroy Valley Doyles Grand Bay Grand Bay East	Grand Bay West Isla Aux Morts La Poile Margaree O'Regans Rose Blanche South Branch Tomkins
Corner Brook	Benoit's Cove Christopher's Cove Corner Brook Cox's Cove Frenchman's Cove Gillams George's Lake	Lark Harbour Little Port Little Rapids Massey Drive Mclvers Meadows Mount Moriah

	Halfway Point Hughes Brook Irishtown	Steady Brook Summerside York Harbour
Stephenville Crossing	Barachois Black Duck Siding Cartyville Flat Bay Gallants Heatherton Highland Jeffrey's Robinson's	Shallop Cove St. David's St. Fintan's St. George's Stephenville Crossing Maidstone Mattis Point McKays
Stephenville	Cold Brook Fox Island River Kippens Noel's Pond	Point Au Mal Port Au Port East Stephenville
Piccadilly	Abraham's Cove Aguthuna Black Duck Brook Boswarlos Campbell's Creek Cape St. George Degrau Felix Cove Lourdes Lower Cove	Mainland Marches Point Piccadilly Port Au Port West Red Brook Sheaves Cove Ship Cove Three Rock Cove West Bay West Bay Center

Central Health

District	Township Name	
Baie Verte	Baie Verte Brent's Cove Burlington Coachman's Cove Fleur de Lys Harbour Round La Scie Middle Arm	Ming's Bight Niper's Harbour Pacquet Seal Cove White Bay Tilt Cove Westport Woodstock
Botwood	Botwood Cottrell's Cove Glover's Harbour Leading Tickles Northern Arm	Peterview Phillip's Head Point Leamington Point of Bay
Buchans	Buchans	Millertown
Fogo	Fogo Barr'd Islands Fogo Island	Joe Batt's Arm Seldom-Little Seldom Tilting
Gambo	Centerville Cull's Harbour Dover Eastport Gambo Glovertown Happy Adventure Hare Bay Indian Bay	Salvage Sandringham Sandy Cove St. Bredan's Terra Nova Trayton Trinity Wareham
Gander	Appleton Aspen Cove Carmanville Clarke's Head Fredericton Gander	Gander Bay Glenwood Ladle Cove Noggin Cove Rodger's Cove
Grand Falls-Windsor	Badger Bishop's Falls	Grand Falls-Windsor
Harbour Breton	Belloram Boxey English Harbour West	Morrisville Pool's Cove Rencountre East

	Gaultois Harbour Breton Hermitage McCallum Millertown-Head of Bay	Seal Cove Fortune Bay St. Alban's St. Jacques-Coombs's Cove St. Veronica's
Lewisporte	Baytona Birchy Bay Boyd's Cove Brown's Arm Campbellton Comfort Cove Embree Horwood	Lewisporte Little Burnt Bay Loon Bay Michael's Harbour Newstead Norris Arm Stanhope Stoneville
New-Wes Valley Springdale	Brookfield Greenspond Lumsden Beachside Beaumont Brighton King's Point Little Bay Little Bay Islands Lushes Bight- Beaumont-Beaumont North	Musgrave Harbour New-Wes Valley Valleyfield Mile's Cove Pilley's Island Port Anson Robert's Arm South Brook Springdale Triton
Twillingate	Bridgeport Carter's Cove Change Islands Cobb's Arm Cottlesville Crow Head	Durrell Summerford Too Good Arm Twillingate Virgin Arm

Eastern Health

District	Township Name	
Not Specified	Client District Not Specified	
Outside Eastern RHA	Client does not reside in Eastern RHA	
Urban Zone 01	Upper East End St. John's Extern: St. Phillips Torbay Bell Island Portugal Cove	
Urban Zone 02	Downtown Center Shea Road taking in Road Deluxe area to Cowan Avenue	
Urban Zone 03	Mount Pearl Petty Harbour Maddox Cove	Kilbride Goulds
Urban Zone 04	Pippy Park Leary's Brook	Cowan Heights Mundy Pond
Urban Zone 05	CBS (Topsail to Seal Cove)	
Urban Zone 06	Southern Shore (up to and including St. Shotts)	
Urban Zone 07	Paradise (removed from Zone 3)	
Rural Zone 20	Bonavista Peninsula (including Trinity)	
Rural Zone 30	Clarenville Area (including Come By Chance, Lethbridge)	
Rural Zone 40	Burin Peninsula	
Rural Zone 50	Hr. Grace (including old Perlican)	
Rural Zone 51	Bay Roberts (including Heart's Delight)	
Rural Zone 60	Whitbourne (Norman's Cove)	
Rural Zone 61	Placentia (including St. Bride's)	
Rural Zone 80	Holyrood (including St. Mary's and St. Joseph's)	

Labrador-Grenfell Health

District	Township Name	
Cartwright	Black Tickle Cartwright	Paradise River
Flowers Cove	Anchor Point Bear Cove Bird Cove Black Duck Cove Blue Cove Brig Cove Deadman's Cove Eddie's Cove East Eddie's Cove West Flower's Cove Forrester's Point Green Island Brook Green Island Cove	Lower Cove Nameless Cove New Ferolle Pigeon Cove Pine's Cove Plum Point Pond Cove Reef's Harbour Sandy Cove Savage Cove Shoal Cove East Shoal Cove West St. Barbe
Forteau	Buckle's Point Capstan Island English Point Forteau Fox Harbour L'Anse au Amour	L'Anse au Clair L'Anse au Loop Pinware Point Amour Red Bay West St. Modest
Happy Valley-Goose Bay	Happy Valley-Goose Bay Mud Lake	
Hopedale	Hopedale	
Makkovik	Makkovik Postville	Rigolet
Port Hope Simpson	Battle Harbour Charlottetown Lodge Bay Mary's Harbour Norman Bay	Pinsent's Arm Port Hope Simpson St. Lewis William's Harbour
Nain	Nain	
Natuashish	Natuashish	
Roddickton	Bide Arm Conche Croque	Main Brook Roddickton St. Julien's

	Englee	
St. Anthony	Boat Harbour	Raleigh
	Cook's Harbour	Ship Cove
	Goose Cove	St. Anthony
	Great Brehat	St. Anthony Bight
	Gunner's Cove	St. Carol's
		St. Lunaire-
	Hay Cove	Griquet
	Lanse' au	
	Meadows	Straitsview
	Noddy Bay	Wild Bight
	Quirpon	
Sheshatshiu	Northwest River	Sheshatshiu
Wabush	Labrador City	Churchill Falls
	Wabush	