Quick Reference Guide
Patient Connect NL Admin Registry Queue

Newfoundland Labrador

Newfoundland & Labrador Centre for Health Information

Patient Connect NL Overview

Patient Connect NL is a provincial list of individuals who have identified as being without a Primary Care Provider (Family Doctor or Nurse Practitioner) in Newfoundland and Labrador (NL). Individuals may register to be placed on the list, with the goal of becoming a patient of a Collaborative Team Clinic (CTC) and attached to a Primary Care Provider (PCP).

Registration is currently open to residents of the Eastern Health Region only. It will open to other regions as other CTC's become available in the province. Individuals may register for family members if they are the substitute decision maker, such as your children or spouse, etc., they will require their information, such as MCP card, to complete the registration on their behalf.

A substitute decision maker is a person who will communicate health care decisions if the individual is unable to do so. This person must be 19 years of age or over. A substitute decision maker must indicate his or her acceptance of the appointment in writing. If a person is submitting a Patient Connect NL form on behalf of another individual, the person must be prepared to provide documentation to support authority to do so.

CTC admin staff will require access to Patient Connect NL Admin site to access the Registry Queue to roster and assign individuals to a primary care provider.

This quick reference guide will outline the steps for the following:

1. Log in instructions to Patient Connect NL Admin
2. Search Criteria
3. Results
4. Registration form details

Log in

1. Open the Patient Connect NL Admin site by clicking here (https://patientconnectadmin.nlchi.nl.ca)

   A welcome screen will appear as shown in Figure 1.
   - Enter your '**user name**' **(**firstname.lastname**)** and '**password**'
   - Click '**Log in**'

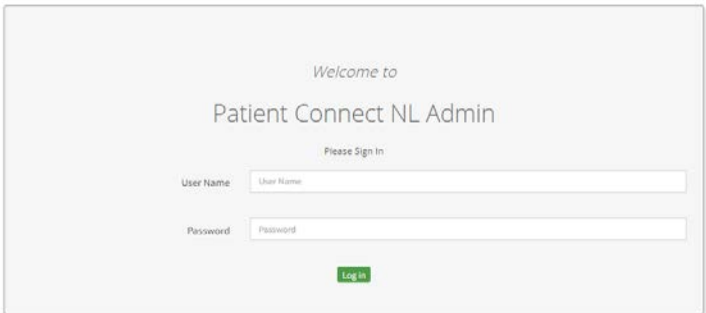

Figure 1: Welcome screen

Patient Connect NL Registry Queue

1. Once you log into the Patient Connect NL Admin site, a dashboard screen will appear with a 'Registry Queue' button as shown in Figure 2.
   - Click '**Registry Queue**'

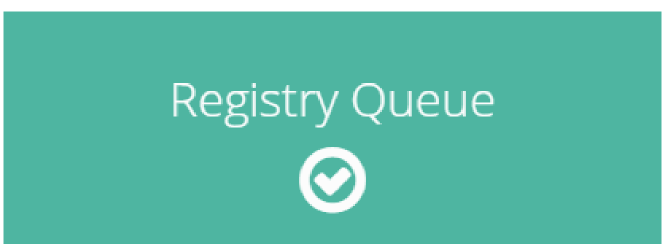

Figure 2: Registry Queue button

2. Once you click on '**Registy Queue**', a screen will appear with a Search Criteria and Results section as shown in Figure 3. Please see 'Search Criteria and Results' below for further information.

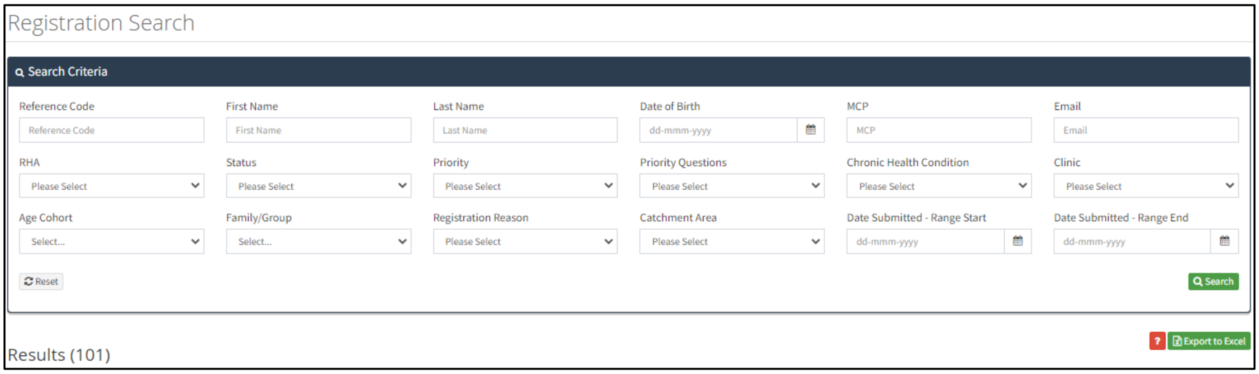

Figure 3: Registration and Results section

Registration Search Criteria - Allows you to search for clients using various filters.

Results - Provides you with a summary table of all registration forms listed by date. If there are multiple pages of registration forms, the numbers located on the bottom left screen will allow you to scroll through each page.

Search Criteria

1. Allows you to search for clients using various filters as shown in Figure 4.

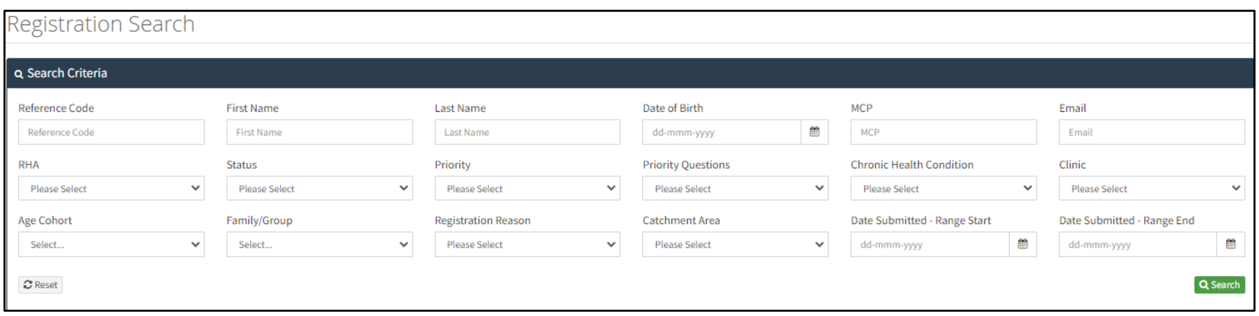

Figure 4: Registration search screen

Option 1: To search for a **Client** enter either:

- Reference Code (may return multiple people who registered as a family)
- Client First/Last Name and Date of Birth
- MCP card (if available)

Click the '**Search**'

Option 2: To search for a **Registration List** you can filter by:

a) **Reference Code**

- If you would like to search for clients reference code, enter the code in the box and it will return any individuals who may have registered as a family.

b) **RHA**

- If you would like to search for clients located in a certain RHA (Eastern Health, Central Health, Western Health, Labrador-Grenfell Health) choose an option from the list under '**RHA'**.

c) **Status**

- If you would like to review clients under a certain status (Registered, Rostered, Attached and Cancelled) choose an option from the list under '**Status'**.

d) **Priority**

- If you would like to review clients under a priority level (P1, P2, and P3) choose an option from the list under "**Priority**".

Please see below for information on each priority level:

P1 – Consist of patients who select yes to the following questions during registration:
- Patient who is pregnant
- Patient with a newborn less than 6 weeks
- Patient who has been recently discharged from hospital (within the past 4 weeks)
- Patient in Palliative Care
- Patient with active cancer treatment
- Patient taking a blood thinner (Warfarin/Coumadin)

P2 - Consist of patients who select yes to the following questions during registration:
- Patient who is an immigrant or refugee
- Patient who has indigenous background
- Patient with one of the following chronic health conditions (diabetes, COPD, asthma, congestive heart failure (CHF), chronic kidney disease).

P3 - All remaining patients' who do not meet criteria in P1 or P2.

e) Priority Questions

- If you would like to review clients who selected an answer to a priority question (i.e., pregnant, newborn, blood thinner, discharged from hospital, Immigrant, Indigenous, etc.) choose an option from the list under '**Priority Questions'**.

f) Chronic Health Condition

- If you would like to review clients who selected an answer to a Chronic Health Condition (i.e., Diabetes, COPD, Asthma, Congestive Health Failure, , Cancer, Palliative Care, Mental Health, Chronic Pain, and Hypertension, etc.) choose an option from the list under '**Chronic Health Conditions'**.

g) Age Cohort

- If you would like to review clients from a certain age group, choose an option from the list under '**Age Cohort'**.

h) Family/Group

- If you would like to review clients registered as part of a family or single, choose an option from the list under '**Family/Group'**.

i) Registration Reason

- If you would like to review clients registered reason (i.e., my provider has retired, etc.) choose an option from the list under '**Registration Reason'**.

j) Catchment Area

- If you would like to review clients from a certain town/city, choose an option from the list under '**Catchment Area'**.

k) Date Submitted – Range Start/Date Submitted Range End

- If you would like to review clients who registered during a specific timeframe, you can click on the '**calendar'** to choose a start and end date.

l) Clinic

- If you would like to review clients in a certain clinic or not assigned to a clinic, choose an option from the list under '**Clinic'**.

Next Steps:

- After filters are selected, click the '**Search**' button on the bottom right of the 'Search Criteria' section. The results will display under the 'results' section.
- To clear the search criteria, click the '**Reset'** button on the bottom right of the 'Search Criteria' section.
- If there are '**no matches'** based on the filters applied, you will see a message stating 'No Matching Clients'.
- If there are **'matches'** see 'Results'.

Results

1. All registration forms currently in the queue will display in the 'Results' section unless the 'Search Criteria' has been filtered as shown in Figure 5.

   The '**Results**' section displays the following details:

   - Reference Code for the registration form (Family members who registered part of a family will have the same reference code)
   - Date the registration form was submitted to the 'Patient Connect'
   - Status
   - Priority
   - Registration reason
   - Part of family column ('check box' will be selected if the client registered as a family)
   - Client's first and last name
   - MCP card number (will be listed if the client registered with a MCP card)
   - Date of birth

Results (83)

	Reference Code	Date Submitted	Status	Priority	Reason	Part of Family	First Name	Last Name	MCP	Date of Birth
View	NL-103-958888	24-Nov-2021 10:04 AM	Attached	P2	My provider has retired	☐				02-Nov-1966
View	NL-104-701801	24-Nov-2021 10:18 AM	Registered	P1	I have not needed a provider until now	☐				21-Dec-2001
View	NL-105-026405	24-Nov-2021 10:22 AM	Registered	P3	My provider has retired	☐				02-Nov-1966
View	NL-112-010011	24-Nov-2021 11:02 AM	Registered	P1	My provider has retired	☑				02-Nov-1966

Figure 5: Results section

Export to Excel

If you have the Registry Admin role, you will see the option to 'Export to Excel'.

1. Once you have selected your 'search criteria', you will have the option to export into excel by clicking '**Export to Excel'** in the bottom right corner as shown in Figure 6**.** You can click on the **'?'** to view more information regarding this option.

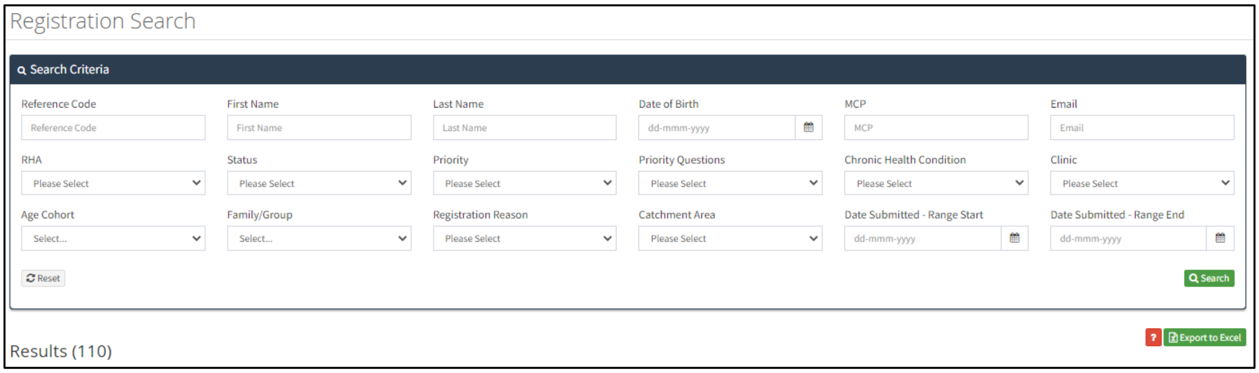

Figure 6: Export to Excel option

View Registration Form Details

1. To view the client's registration form, under the results section click '**view'** on the registration form you wish to access as shown in Figure 7.

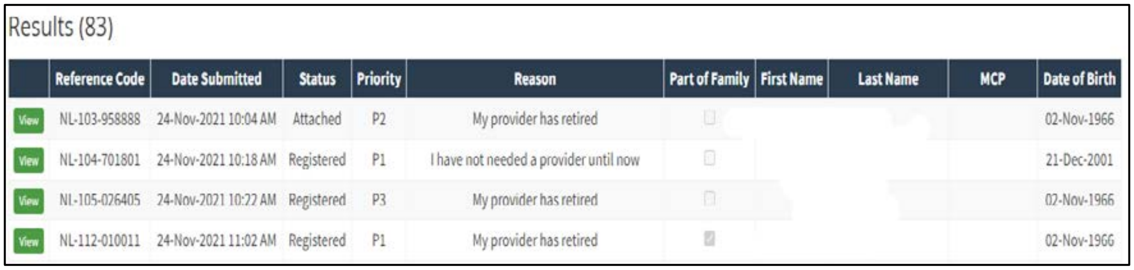

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Figure 7: Results section

2. Next, a screen will appear with the details of the clients registration form. From the process registration screen, you will have access to view the following:

Demographics – As shown in Figure 8, you can view the client's demographic information (you are unable to edit these fields).

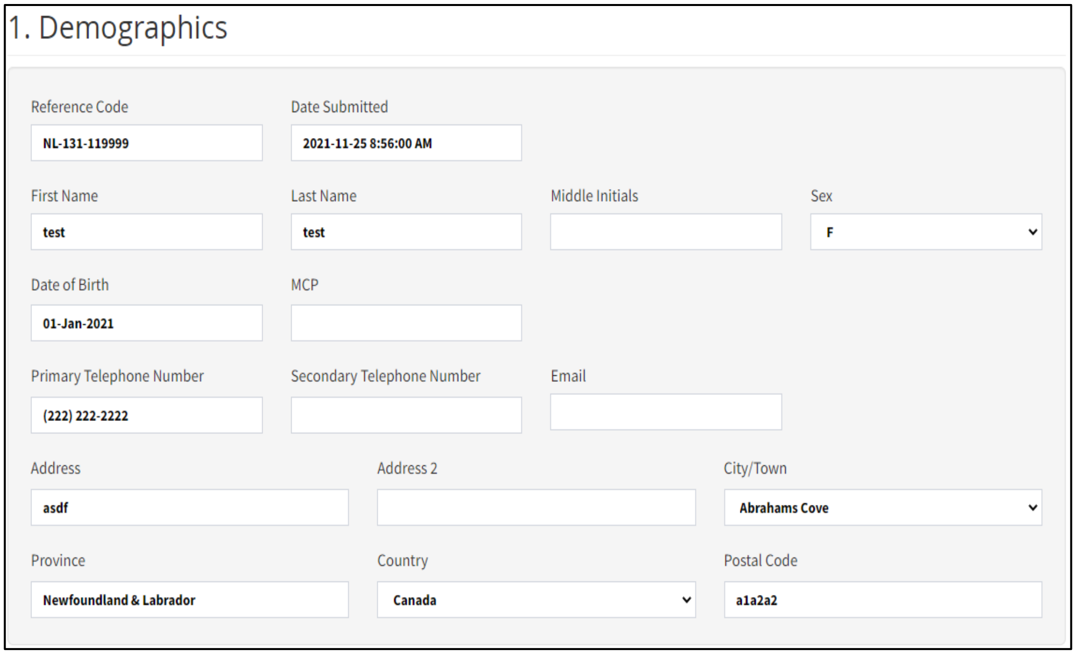

Figure 8: View demographics screen

<u>Questions</u> – As shown in Figure 9, you can view the client's answers to the priority questions (you are unable to edit these fields).

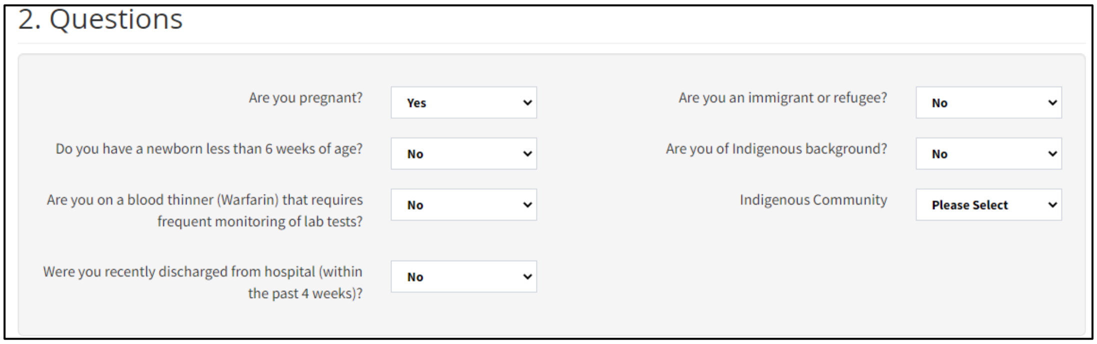

Figure 9: View questions screen

<u>Chronic Health Conditions</u> – As shown in Figure 10, you can view the client's answers to chronic health conditions (you are unable to edit these fields).

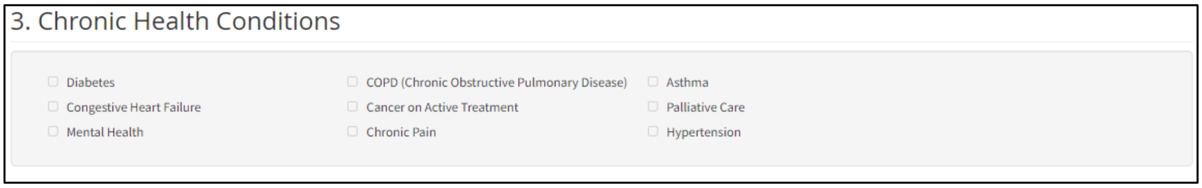

Figure 10: Chronic Health screen

Status – As shown in Figure 11, you will have the ability to edit fields under 'status section' when processing a client's registration form.

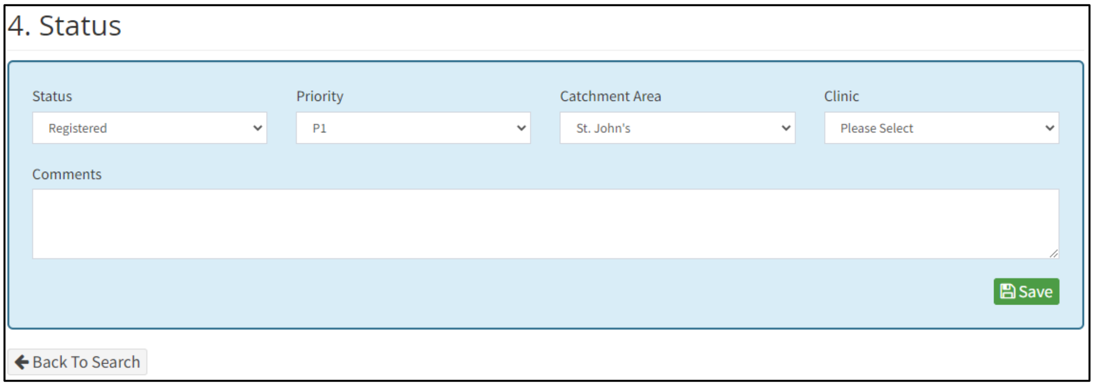

Figure 11: Status screen

Please see below options under 'status section' that you can edit:

a) ***Status***: You can select one of the following options:
   I. Registered: Default status for a client's registration form.

   II. Rostered: Client who is rostered to a Health Home, however has not been attached to a primary health care provider.

   III. Attached: Client is attached to a primary health care provider.

   IV. Cancelled: Registration has been cancelled (e.g., duplicate registration, individual may have found a new provider, etc.)

b) ***Priority***: You can change the priority to one of the following options:
   I. P1
   II. P2
   III. P3

c) ***Catchment Area*****:** You can change the town/city.

d) ***Clinic***: You can assign the client to a clinic.

e) ***Comments***: You can enter comments on the clients registration form. (i.e., alternative number, etc.)

Note: If you make a change in the status section, click '**save**'

To return back to the 'dashboard', click '**back to search'** button on the bottom left side of the page. Once you return, the results section will reset to display all registration forms.

Change Password

1. To change your password, click '**change password'** at the top right corner of the Patient Connect screen as shown in Figure 12.

Figure 12: Toolbar screen

2. A screen will appear to change your password as shown in Figure 13.

   - Enter your '**current password, new password** and **confirm new password**'
   - Click '**change password**'

Figure 13: Change password questions screen

Log off

2. Click '**Log off'** at the top right corner of the Patient Connect screen as shown in Figure 14.

Figure 14: Toolbar screen