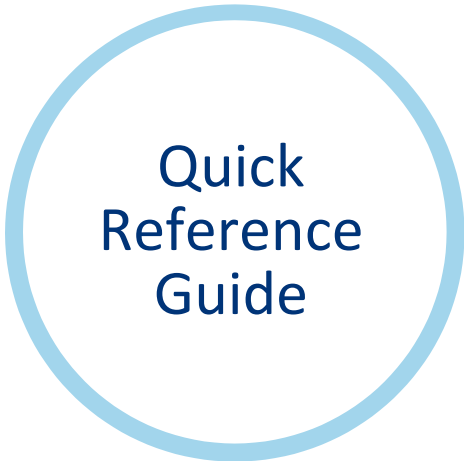


Med Access Electronic Medical Record Registration



While this guide is meant to be used for quick reference, the Provincial Registration Standard should be used as the primary source of guidance for registration.

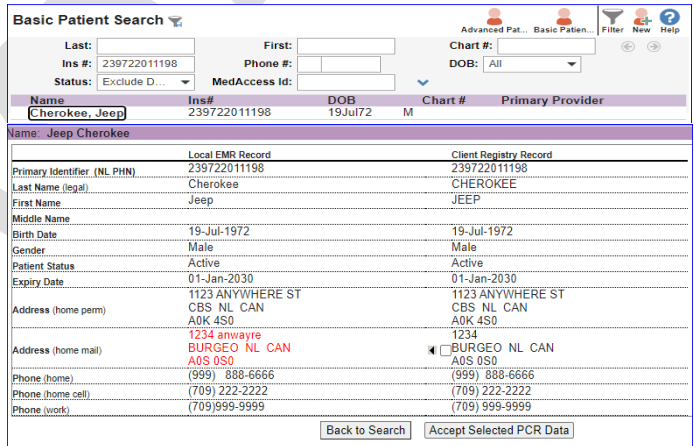
The guide is based on the Provincial Registration Standard and approved by the Provincial Health Information Management Leadership Committee. This guide will assist Med Access (MA) EMR users in collecting accurate and complete registration information within local registration systems.

Information captured during the registration process is exchanged with the Client Registry (CR). As the foundational component of HEALTH 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 may then be 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 NL Centre for Health Information.

1. Search Method

Client Search

When searching for a client, the MA EMR system is searched first. If found locally, the CR is prompted automatically 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. It will show you locally what is there and give you the opportunity of selecting the most up to date information from the CR. Please note you may have the most up to date information and can choose not to check the box on the CR side, but important that you click on the Accept Selected PCR Data.



Basic Patient Search		Advanced Pat...	Basic Patien...	Filter	New	Help
Last:	First:	Chart #:				
Ins #: 239722011198	Phone #:	DOB: All				
Status: Exclude D...	MedAccess id:					
Name	Ins#	DOB	Chart #	Primary Provider		
Cherokee, Jeep	239722011198	19Jul72	M			
Name: Jeep Cherokee						
	Local EMR Record	Client Registry Record				
Primary Identifier (NL PHN)	239722011198	239722011198				
Last Name (legal)	Cherokee	CHEROKEE				
First Name	Jeep	JEEP				
Middle Name						
Birth Date	19-Jul-1972	19-Jul-1972				
Gender	Male	Male				
Patient Status	Active	Active				
Expiry Date	01-Jan-2030	01-Jan-2030				
Address (home perm)	1123 ANYWHERE ST CBS NL CAN A0K 4S0	1123 ANYWHERE ST CBS NL CAN A0K 4S0				
Address (home mail)	1234 anywere BURGEO NL CAN A0S 0S0	1234 BURGEO NL CAN A0S 0S0	<input type="checkbox"/>			
Phone (home)	(999) 888-6666	(999) 888-6666				
Phone (home cell)	(709) 222-2222	(709) 222-2222				
Phone (work)	(709)999-9999	(709) 999-9999				
	Back to Search	Accept Selected PCR Data				

There are two ways to search for the client in the local registration system:

1. Health Card Number (HCN) (e.g., MCP #329123123123)
2. Patient/client/resident demographic info (e.g. Brown, Mary DOB: DD-MM-YYYY)

Preferred Search Method

The preferred search method is by MCP # as this has the highest likelihood of returning an accurate match, this number is placed in the INS# field. 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.

2. Gender Field

This field records the Gender of the client (male, female, unknown, other).

3. Date of Birth (DOB) Field

This field records the day, month and year of a client's birth.

DO

Verify the need to change a DOB before making any changes to an existing DOB. Ensure the changes are being made in the correct client record. Enter January 1, 1850 (01-Jan-1850) as DOB if unknown.

DO NOT

Leave blank or enter any other date to represent an unknown DOB (e.g. 01-Jan-1900).



4. Name Fields

The name field records the client's full legal name. In the MA EMR it may show a preferred display name, but it is essential that the legal name be kept, it can be sequenced below the display name. The first, middle and last name should align with the name on the MCP card.

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.

DO NOT

Use punctuation such as "", (), :, /, \, (:) and * to bypass a field as this creates errors.

Validating Patient Demographics in EMR

Ensure the correct Patient Status is updated

- ✓ Active
- ✓ Archived
- ✓ Temporary (used for results)
- ✓ Deleted if record is merged or wrong patients.
- ✓ Deceased
- ✓ Inactive
- ✓ Unattached (used for waitlist)

Inactive status will be used based on the following criteria:

No visit in three years; no future appointments. This may differ in a Private Clinic outside RHA.

5. Address Fields

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

DO NOT

Record any abbreviations. For example, Gen Del, GD, G/D or other variation.

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.

ADDRESS to be recorded as:

Address & Phone			
Address PO Box 555, 70 0'Leary	City St. John's	Province Newfoundland and L	Postal Code A1B 2C9
Country Canada	Designation , Addressee ,	Address Type 'Group' Home - Mailing	

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.

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.

6. 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

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.

7. Correctional Centres, 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:

Address & Phone			
Address PO Box 5459, 89 Forest	City St. John's	Province Newfoundland and L	Postal Code A1A 3Z9
Country Canada	Designation , Addressee ,	Address Type 'Group' Home - Mailing	

DO NOT

Record names in the address field (e.g., Her Majesty's Penitentiary or HMP).

8. Registering Newborns or Neonates

Unlike Meditech, when a user accepts an update from Client Registry for a newborn or neonate with a name update, the previous name (i.e. Brown, BB or BG of Mary) is overwritten. To ensure linkage and continuity of information, the following steps should be taken. Prior to accepting the CR information, ensure the original name is identified and can be available to enter in this process.

Select “Name List” and add the previous name “Mother’s surname, BB or BG of mother’s first name” (e.g. Brown, BB of Mary), and select Name at Birth as the type.



Last Name	First Name	Middle Name	Prefix	Suffix	Type	End Reason
Test	Bonny				Legal	
Pink	Bonny	Colette			Maiden	
Pink	BG of Sharon				Name at Birth	

9. Expired/Deceased in Error

Deceased status in the EMR will come in for CR or can be entered by the MOA in the Patient Status Field



DO

When discharging a client, it is important to correctly record the applicable status in the Patient Status field, then enter the date of death.

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 Registry Integrity Unit as soon as possible if a patient has a status of deceased in error or upon discovery of such errors previously made.

10. Contact Information

MCP

Avalon Region: 1-866-449-4459

Central, Western and Labrador-Grenfell Regions: 1-800-563-1557

Registry Integrity Unit

The Registry Integrity Unit can be reached at RIU@nlchi.nl.ca.