MEDITECH REGISTRATION

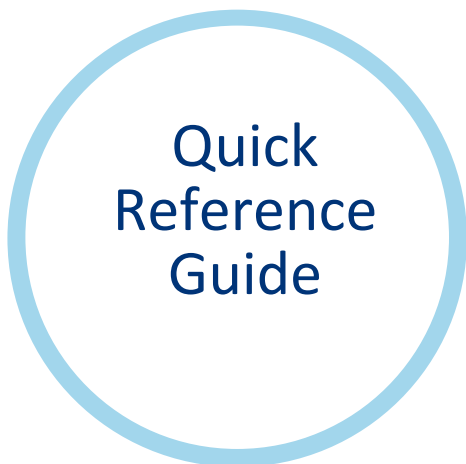Newfoundland & Labrador Centre for Health Information

Quick Reference Guide

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 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 NL Centre for Health Information.

1. Search Method

Client Search
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.
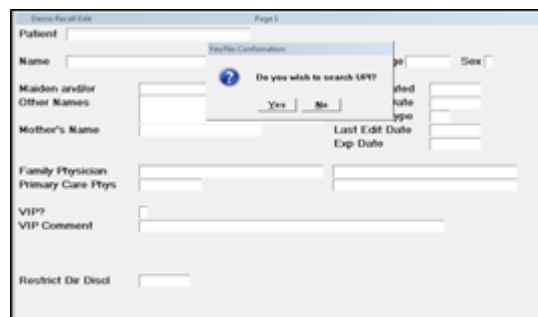
There are three ways to search for the client in the local registration system:

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)**

Preferred Search Method
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.

2. Sex Field

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

3. Date of Birth (DOB) Field

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

DO	DO NOT
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 (01-01-1850) as DOB if unknown.	Leave blank or enter any other date to represent an unknown DOB (e.g. 01-01-1900).

4. 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.

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.

DO NOT

Enter nicknames, short forms, or additional names to this field.

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

Newfoundland Labrador **mcp** Medical Care Plan

JONATHAN FREDERICK JOHNSTONE
123   456   789   001
Card Expires: 2011.03.31
Date of Birth: 1967.11.11   Gender: M   Valid From: 2007.04.01

5. Registering Babes or Neonates

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. Retain BB OF__ or, BG OF __ in the "Other Name" field.

DO NOT

Add additional characters or information (e.g., father, wife, etc.).

Add the mother's MCP # to the baby's record.

6. Unidentifiable Individuals

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 per the table below.

Update the demographic information as soon as it becomes known.

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.

Once the patient is identified do not create a second registration.

Ask to have the records merged.

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

7. 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.

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:

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.

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.

Add text or characters such as 709-752-6006 (Father) or any other punctuation.

8. 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.

9. 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:

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

10. 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).

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.

11. 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:

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.

When processing an EMR generated requisition always enter the EMR Clinic mnemonic in the "Other Provider" field.

DO NOT

Change administrative or demographic information based on the information provided on the requisition and /or specimen. Do not enter it in the Consulting Provider Field as it creates an error in the system and the results do not go to the correct clinic/provider.

---

12. Registration of Stillbirths, Specimens for Autopsy & 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.