Dealing with A Duplicate Medical Certificate of Death

Role(s): Medical Informant (MI)

Objective

This job aid provides the necessary steps when a Duplicate Case Detected error message appears during a routine Save while creating a new MCD. The steps include:

- Saving a new MCD after demographic information has been entered.
- Reviewing the contents of the Duplicate Case Detected message.
- Determining next steps.

Scenario

During a routine "Save" of your MCD, a message has appeared on your screen indicating that a duplicate MCD has been found in the EDRN system.

The Decedent death occurred in hospital. It is possible that another Medical Informant or unit clerk drafted the MCD for the Decedent.

You review the Duplicate Case Detected message and determine that the duplicate case appears to be for the same Decedent whose MCD you are working on.

You contact the owner of the duplicate case to determine next steps.

Precondition(s)

To follow this lesson to completion, review the documented steps with associated screen captures.

Procedural Steps: Creating and Certifying an Interim MCD

To start a new MCD and speed up entry time, the decedent's demographic information will be searched for from eHealth records.

The decedent's general information is entered and the MCD is saved to check for duplicate cases.

A duplicate case is found, requiring the verification of information to determine next steps.

General Information Tab

Search for Decedent Demographic Information

1. Click **+Death** ⊕ Death icon from the left Navigation Toolbar.

2. **Is this a Standard or Interim Medical Certificate of Death?*:** Click *Interim* radio button.

3. Click the *Search Now* button to find the decedent's demographic information from eHealth's existing records.

NOTE:	Though a decedent's Health Card Number may be the most common search criteria used, EDRN provides other search options, such as Name and/or Date of Birth.

4. **Search by:** Click the *Health Card Number* radio button.

5. **Province*:** Click the drop-down menu and select *Saskatchewan*.

6. **Health Card Number*:** Type the decedent's *Health Card Number.*

7. Click the **Search** button.

NOTE:	If the decedent cannot be found based on Health Card Number, remove the Health Card Number and broaden search using Last Name, Given Name, or Date of Birth.

8. Click *Select* of the correct decedent from the list.

NOTE:	Demographic information of the decedent will auto-populate the MCD.

Type of Medical Certificate of Death

9. **Is this a Standard or Interim Medical Certificate of Death?:** Click *Interim or Standard* radio button based on your scenario.

General Information

General Information

Is the identity of the decedent known? *

◉ Yes
◯ No

Surname *

WILSON   ✓

Given Names *

JOYCE   ✓

Date of Death

MM/DD/YYYY   🗓

Date of Birth

09/24/1955   ✓   🗓

Sex *

◯ Male
◉ Female
◯ Unknown

Province of Residence

SASKATCHEWAN   ✓ ▾

Health Card Number

110134893   ✓

10. **Is the identity of the Decedent known?*:** This will default to **Yes** after a demographic search is used.

NOTE:	Select "No" when decedent is unknown and not found during the demographic search. The Surname and Given Names will auto-populate with a value of "Unknown".

11. **Surname*:** This will auto-populate if the decedent is found during the demographic search.

12. **Given Names*:** This will auto-populate if the decedent is found during the demographic search.

13. **Date of Death:** Enter *Date of Death* if known, though not required for Interim MCD.

14. **Date of Birth:** This will be auto-populate if the decedent is found during the demographic search.

15. **Sex*:** This will be auto-populate if the decedent is found during the demographic search.

16. Click *Save* icon from the EDRN toolbar, not only to save what has been entered, but to check for duplicate MCD creations for this decedent.

Duplicate Case Detected

17. Review the decedent's health card number, date of birth and date of death.

Case is Not a Duplicate

18. If the case is not a duplicate:

    a. Click **Save Case** and continue with your MCD entry to completion.

Duplicate Confirmed

19. If the duplicate case has already been certified:

    a. Record the **Case Number** of the duplicate case.

    b. Click **Close** to remove the message from your screen.

    c. Click **Cancel** from the EDRN toolbar, ignoring the warning that data will be lost.

    d. Search for the duplicate case to review accuracy of details or possible updates.

NOTE:	See *Searching for a Case, Assigning an MCD,* and *Amending an Interim MCD to Standard MCD* job aids for the necessary steps to finding, opening, or amending a certified case.

20. If the duplicate case is in progress with one of your colleagues at your own facility, you can assign it to yourself and complete the MCD to certification:

    a.   Record the **Case Number** of the duplicate case.

    b.   Click **Close** to remove the message from your screen.

    c.   Click **Cancel** from the EDRN toolbar to close your MCD.

    d.   Search for the duplicate case using the recorded **Case Number**.

    e.   Open the duplicate case and assign the case to you for completion.

> *NOTE:*   *See **Searching for a Case, Assigning an MCD,** and **Creating a Standard MCD** or **Creating an Interim MCD** job aids for the necessary steps to searching for and completing an MCD for certification.*

21. If the duplicate case is in progress at another facility, you can request that they assign it to you for completion:

    a.   Record the **Case Number,** the **Email,** and the **Facility** of the duplicate case.

    b.   Click **Close** to remove the message from your screen.

    c.   Click **Cancel** from the EDRN toolbar to close your MCD.

    d.   Contact the assigned user of the duplicate case to request a reassignment to you.

End of Procedure.