

# Panorama Bulletin

February 12, 2015

Information Bulletin 0026

## **Quick Reference: The Saskatchewan Health Card Number Type & the number itself are not saving reliably.**

When importing a client into Panorama from SCI (JCR) users must re-select Saskatchewan as the Health Card Number Type, in order to save the HCN itself. Failing to select the HSN before Saving in Panorama will cause the HSN to be dropped. (The SCI import was not able to populate the SK HCN Type automatically.)

This issue has also been experienced with **SIMS migrated Client records**. When first selecting a Panorama client and putting them into Context or when viewing or editing the Personal Information under Client Details, you need to ensure that the HCN type has been saved to the client record. If the HCN Type is blank it must be populated by selecting the SKs HCN and then Saving this change. The HCN Type and Number should persist thereafter.

### **Impact:**

- 1. No warning to user to remind them that the HCN Type is blank**
- 2. HCN search will not return the client record**
- 3. Migrated SIMS Client records with no SK HCN may not be eligible in future for SCI batch**

### **Procedure to fix:**

Client Search

1. Enter HSN# in the Client Number field
2. Choose Health Card Number in the Client Number Type field
3. Click Search
4. Click the radio button beside the client and choose update
5. In the Client Details- Personal Information screen look at the Health Card Number field – if it is blank then select Saskatchewan Health Card Number from the drop down list
6. Make any other changes as required and SAVE.

### **Contact**

If you have any questions or concerns please contact your Superuser.

### **REFERENCES & RESOURCES:**