

Panorama Bulletin

May 19, 2015

Information Bulletin 0037

Quick Reference: Removing Unsupported Health Card Numbers

Issue:

As per an earlier bulletin, there are several unsupported Health Card Number (HCN) types listed in the primary HCN field. These identifiers must be removed in order to prevent issues and facilitate the client merge process:

- System Assigned Number (may display with no text);
- Royal Canadian Mounted Police Number;
- Shared Client Index Electronic Identifier;
- Federal Penitentiaries Number; and the,
- Canadian Armed Forces Identification Number.

If the identifier is required on the Client's record, enter the identifier being removed into the Additional ID section of the Personal Information screen.

Background Information – Issue Management:

The unsupported HCN can be removed by performing the following steps. Before starting, the Client with the unsupported HCN must be placed in context.

1. Navigate to the appropriate screen from the Left Hand Menu by selecting Client > Client Details > Personal Information.
2. From the Health Card Number field, select "Saskatchewan, Canada Personal Health Number". The Health Card Number field will now activate.
3. Remove the Health Card Number from the field.
4. Check the Inactive checkbox field and select "Lost to Follow-up" from the Reason(s) for being Inactive field.
5. Click Save. If necessary, deselect the Inactive checkbox to return the Client to an Active status and click Save once again.

Contact

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