

# *Panorama Bulletin*

February 19, 2015

Information Bulletin 0030

## **Quick Reference: *The Health Card Number Type (HCN Type)***

### **Issue:**

As part of the work in developing a fix to our HCN Type problem, another issue has been encountered. All clients in the Panorama Index have had their **HCN Type** set to blank – leaving only the Health Service number.

### **Impact:**

1. **If any changes or updates are made to Client Personal Details or any demographic data, and the user does not select a HCN Type, the Number will be lost upon Save.**
2. **If a HSN search does not return your Client, please use a name search or a combination of name and wildcard (%) to find the Client.**

### **Procedure:**

As an interim procedure, until the fix can be applied, users should perform the following actions:

1. With the client in context, click Personal Details from the left hand menu.
2. Select the HCN Type for the Number displayed.
3. Click SAVE

### **Contact**

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

### **REFERENCES & RESOURCES:**

- N/A