TOPIC:	**Clients Presumed Deceased**		
APPROVED BY:	**Saskatchewan Ministry of Health**		
DATE APPROVED:	**March 29, 2017**	DATE REVISED:	**N/A**

POLICY:

When family members, neighbours, friends or colleagues of a client inform Public Health directly that a client has passed away, the Panorama User informed must consult with a Designated Immunization Administrator (DIA) or Public Health Nursing Manager prior to updating the client's status in Panorama.

If the Panorama User informed of the client's passing and the DIA or Public Health Nursing Manager agree the client's status should be changed to inactive, the client can be marked as inactive in Panorama by the Panorama User.

This policy does not apply to:

- Written obituaries – Obituaries are not to be used as a source of truth as there are people with the same name and occasionally the same birth date.

When setting the Client as inactive, the Jurisdictional Organization (JOrg) will remain as the last JOrg (or Health Region) the Client was known to reside in within Saskatchewan.

PURPOSE:

The Client's Inactive status in Panorama will inform Public Health whether the Client should be contacted for service, or whether the Client should be included in regional and provincial reports, including reminder recall.

PROCEDURE:

When the Panorama User informed of the client's passing and the DIA or Public Health Nursing Manager agree the client's status should be changed to inactive, the User will perform the following:

1. Ensure the Client's Organization (or Health Region) is set and represents the last JOrg the Client(s) resided in within Saskatchewan.

2. Ensure the Inactive field is enabled, and the Reason(s) for being Inactive field is set to "Presumed Deceased".

3. Ensure the Date of Death field remains blank, as that will be updated by eHealth Saskatchewan once the client's passing has been confirmed.

REFERENCES & RESOURCES:

- N/A