

## Panorama Immunization Module Policies

TOPIC:	<b>Duplicate Client Resolution (Client Merge)</b>		
APPROVED BY:	<b>Saskatchewan Ministry of Health</b>	DATE REVISED:	<b>May 28, 2015</b>

### **POLICY:**

Regional Health Authorities (RHA) and NITHA must ensure that their Designated Immunization Administrator(s) perform routine screening, as well as respond to user requests to resolve duplicate client records.

### **PURPOSE:**

To ensure that only a single client record exists to inform and support client care and population health management.

### **PROCEDURE:**

Regional Health Authorities and NITHA will appoint and authorize designates to identify and resolve duplicate clients associated to their Designated Immunization Administrator (DIA).

DIA's will:

- Perform routine screening to identify duplicate records,
- Review and resolve client duplicates; and
- Notify the eHealth Saskatchewan Service Desk in the case where both clients being merged came from the Saskatchewan Client Index (SCI).

### **REFERENCES & RESOURCES:**

Duplicate Client Management Guidelines -

<https://www.ehealthsask.ca/services/panorama/Pages/Access-Training-Resources.aspx>