



REGISTRATION TIPS AND TRICKS HOSPITAL INFORMATION SYSTEM (HIS)

PATIENT REGISTRATION

This tip sheet provides tips and tricks for completing a patient registration conversation.

Searching for a Patient

When searching for patients, the health card is the preferred method not FIN. If no health card is available then only search by name AND Date of Birth at a minimum. Searching by FIN does not align with Niagara Health's patient identification policy.

Always click on the Search button after entering the health card number.

The screenshot shows a 'Person Search' window. On the left, there is a list of search criteria: Health Card Number (highlighted with an orange box), Patient Last Name, Patient First Name, MRN, Birth Date (DD-MMM-YYYY), Sex, FIN, Phone Number, and Deceased?. At the bottom of this list are 'Search' and 'Reset' buttons, with the 'Search' button highlighted in orange. On the right, there are two empty search result areas, one for 'No persons found.' and one for 'No encounters found.'. At the bottom of the window are buttons for 'OK', 'Cancel', 'Preview', 'Add Person', and 'Add Encounter'.

When completing the conversation, **fill in all required (highlighted) fields**. The system will not let you complete the conversation unless all required fields are completed.

The screenshot shows a patient registration form with various fields. The 'What pronoun(s) do you use?' dropdown is highlighted in yellow. Below it, the 'Provincial Health Card Information' section contains several fields: 'Health Card Available?' (dropdown, highlighted in yellow), 'Health Card Number' (text field, highlighted in yellow), 'Version Code' (text field), 'Health Card Expiry Date' (dropdown), 'HCV Response Code' (dropdown), and 'Visit Response Code' (dropdown).

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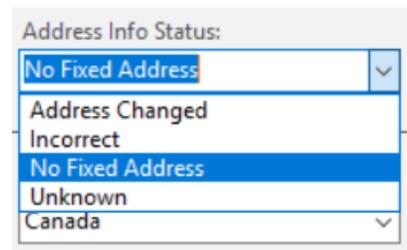
A **downward facing chevron** indicates a drop down is available. For many fields you can also select by typing in the first letter of the choice you are looking for.



Address Information

Selecting **No Fixed Address** or **Unknown** will grey out all required fields under the address section of the patient information tab.

Similarly, selecting **No Phone** in the preferred phone drop down will also grey out all required phone numbers.

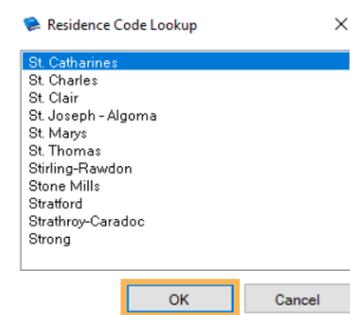


Residence Code Lookup

To look up the **Residence Code**, enter the first few letters of the city of the patient and click on the **magnifying glass**. This will pull up a list of possibilities.



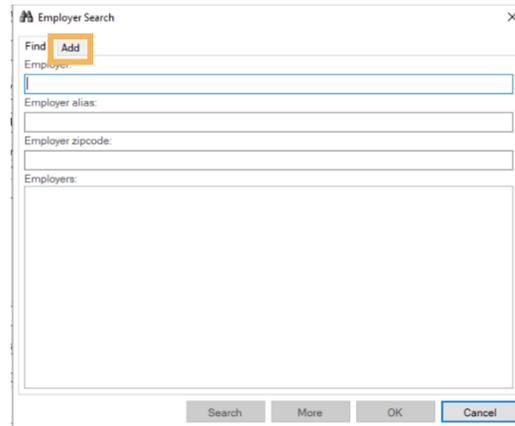
Highlight the correct choice and click on **OK**.



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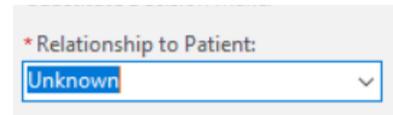
Searching for an Employer

The Employer Search directory can be searched by employer name. If the employer is not in the directory, click on the **Add** tab. Be sure to verify the Employer address and update in the system as necessary.



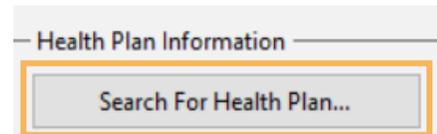
Substitute Decision Maker/Emergency Contact

When adding the address of the substitute decision maker and emergency contact, should they live at the same address as the patient, enter the word SAME in the Street Address field to copy over the information from the patient profile. If one is not known Unknown can also be selected to grey out any required fields.



Primary Insurance

All patients must have primary insurance on file. Click on Search for Health Plan to find a list of insurance providers.



Type in OHIP and select Ministry of Health-OHIP and click **OK**. You can also search for other insurance providers in this field or by mneominc using the By Plan Alias tab.

