

Adding an unvalidated address in Medtech and synchronising to the NHI

Adding an unvalidated address for a patient is an exception rather than standard practice. The eSAM service may not be able to validate an address if:

- The patient has an overseas address
- The patient does not have a residential address ie they are homeless
- The address is very new and not yet entered into eSAM

Enter the address into Medtech. A warnign message will be displayed indicating that the address cannot be validated.

The screenshot shows the 'Patient Register' window for 'STONE Blue (130338)'. The form includes fields for Name and Address (Surname: STONE, First Names: BLUE, Middle Names, Preferred Name, Street: Sallfish Road, Suburb: West Harbour, City, Post Code: 0652, Work/Home Ph, Mobile Ph, Res/Building, WINZ No) and Details (Patient: checked, A/c Holder: checked, NHI: ZAW6617, Date of Birth: 02 Oct 1965, GMS: Adult (A), Gender: Male (M), Registered: Registered (R), Provider: Sam Eaves (SFE), Ac Group: Registered Patient (RP), Chart No: 130338, Extn: 1). A 'Warning' dialog box is overlaid on the form, stating: 'The address has been updated but not validated. Click Yes to validate the address and update Geocoding Information or click No to remove the existing Geocoding Information.' The 'No' button is highlighted with a red box.

A 'Warning' dialog box with a yellow warning icon. The text reads: 'There are changes to the patient details previously synchronised between Medtech32 and NHI. Click Yes to verify and re-synchronise the changed patient details OR Click No to close the screen without synchronising the changed patient details'. The 'Yes' button is highlighted with a red box.

Add the address details to NES

The screenshot shows the 'Patient Demographics Comparison' screen. It compares data from 'Medtech32' (Version: Unsynchronised, Dec 19, 2016) and 'NHI' (Version: 2866347, Dec 19, 2016). The Medtech32 data includes: Surname: Stone, First Names: Blue, Middle Names, Gender: Male, Street Address: Sallfish Road, Suburb: West Harbour, Town / City, Post Code: 0652, Place of Birth, Date of Birth: 02-Oct-1965, Date of Death. The NHI data includes: Family Name: Stone, Given Name: Blue, Other Given Name, Gender: Male, Street Address: Township Area, Suburb: Massey, Town / City, Post Code: 0652, Place of Birth, Date of Birth: 02 Oct 1965, Date of Death. There are arrows indicating differences between the two systems. At the bottom, there are buttons for 'View Patient Register Audit', 'Save to Medtech32', 'Review & Update NHI', and 'View Details'. The 'Review & Update NHI' button is highlighted with a red box.

The screenshot shows the 'Address' selection interface. It displays two address options: 'Township Area, Massey, 0652 (Primary)' and 'Sallfish Road, West Harbour, 0652 (Primary)'. Below each address is a dropdown menu with 'Add New Address' and 'Copy from Patient Register' buttons. The 'Add New Address' button for the second address is highlighted with a red box.

Set the **Address Type** (Mailing/Residential), tick the '**Primary Address**' checkbox and select a reason for the unvalidated address from the **Address Not Validated Reason** drop down menu.

In this example, the address is not in eSAM as it is a recently developed residential area. Therefore, 'Other' has been selected from the drop down menu.

In situations where patients live in new residential areas, the addresses should be reported to the MOH Contact Centre so they are able to follow these up with NZ Post.

Address: Sallifish Road, West Harbour, 0652 (Primary)

Address Type: Mailing Residential

Street Address: Sallifish Road

Suburb: West Harbour

Town/City:

Post Code: 0652

Notional Domicile Name:

Address Not Validated Reason: Other

Address Effective From:

Address Effective To:

Permanent Address: Permanent Not Permanent Unknown

Primary Address:

On clicking the 'Save' button, the NHI will use the suburb and city to try to find a domicile and a DHB. Now when you view the address, it has a domicile.

Address: Sallifish Road, West Harbour, 0652 (Primary)

Address Type: Mailing Residential

Street Address: Sallifish Road

Suburb: West Harbour

Town/City:

Post Code: 0652

Notional Domicile Name: West Harbour

Address Not Validated Reason: Other

Address Effective From:

Address Effective To:

Permanent Address: Permanent Not Permanent Unknown

Primary Address:

Message

You have successfully saved details into NHI, please proceed to Patient Demographics Comparison screen to compare updated details and synchronise the details into Medtech32

Cancel OK

The Patient Demographics Screen is now synchronised. Click the 'Save to Medtech' button.

Connected Health Information Services

NHI > Patient Demographics Comparison

Medtech32	NHI
Version: 2866331, Dec 19, 2016	Version: 2866358, Dec 19, 2016
Surname: Stone	Family Name: Stone
First Names: Blue	Given Name: Blue
Middle Names:	Other Given Name:
Gender: Male	Gender: Male
Street Address: Sallifish Road	Street Address: Sallifish Road
Suburb: West Harbour	Suburb: West Harbour
Town / City:	Town / City:
Post Code: 0652	Post Code: 0652
Place of Birth:	Place of Birth:
Date of Birth: 02-Oct-1965	Date of Birth: 02 Oct 1965
Date of Death:	Date of Death:

View Patient Register Audit Save to Medtech32 Review & Update NHI View Details

The patient's details are synchronised but there is no geocoding for the address.

Patient Register

STONE Blue (130338)

Name: Stone, Blue

Enrolment-Funding: 2

Account: 2

Next of Kin/Employer: 5

Care Plus: 5

Notes: 2

NHI Data: 5

Audit: 5

Name and Address:

Surname: STONE

First Names: BLUE

Middle Names:

Preferred Name:

Street: Sallifish Road

Suburb: West Harbour

Post Code: 0652

City:

Work/Home Pk:

Mobile Pk:

Res/Bulding:

VINZ No:

Res Status: New Zealand

CS Card: Non Coc Ho (B)

HU Card: Not High U (N)

Start:

Exp:

Inactive:

Add OK Cancel Close Swap CSC... Help

Patient Register

STONE Blue (130338)

Name: Stone, Blue

Enrolment-Funding: 2

Account: 2

Next of Kin/Employer: 5

Care Plus: 5

Notes: 2

NHI Data: 5

Audit: 5

Patient Enrolment:

Enrolment Status: Confirmed Enrolment (C)

Date Confirmed: 19 Dec 2016

Method of Enrolment:

Enrolment ID:

Enrolment Start Date:

Enrolment Expiry Date:

Enrolment End Date:

Show All Data

Funding Details:

Funding Status:

Reason for Rejection:

Funding From:

Funding To:

No Geocoding Information (eSAM)

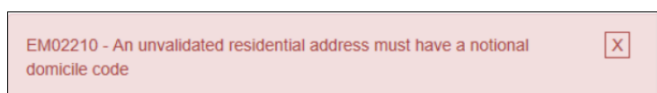
Inactive:

Add OK Cancel Close Swap CSC... Help

If the NES cannot determine an appropriate domicile from the suburb and city, you will be prompted to enter one. In the following example, West Harbour has been entered incorrectly as Westharbour.

The screenshot shows the 'Address' form with the following details: Address Type: Residential; Street Address: 23 Ferntree Terrace; Suburb: Westharbour; Notional Domicile Name: (empty); Address Effective From: (empty); Address Effective To: (empty); Building Name: (empty); Additional Street Address: (empty); State or Province: (empty); Additional Address Line: (empty); Country: (empty); Address Not Validated Reason: Other; Permanent Address: Permanent; Primary Address: checked.

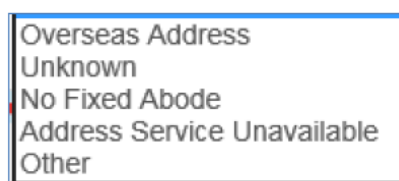
The NES will not be able to find a domicile for Westharbour so the following error message will be displayed:



After correctly spelling, the NES would find the appropriate domicile (in this example, Hobsonville South) or you could choose the domicile code from the drop down menu.

The screenshot shows the 'Address' form with the following details: Address Type: Residential; Street Address: 23 Ferntree Terrace; Suburb: West Harbour; Notional Domicile Name: Hobsonville South; Address Effective From: (empty); Address Effective To: (empty); Building Name: (empty); Additional Street Address: (empty); State or Province: (empty); Additional Address Line: (empty); Country: (empty); Address Not Validated Reason: Other; Permanent Address: Permanent; Primary Address: checked.

When you are entering an address that cannot be validated, you need to enter a reason.



Overseas Address – the person has an overseas address

Unknown – the person cannot tell you their address; eg they are unconscious

No Fixed Abode – the person does not have an address

Address Service Unavailable – no connectivity to eSAM

Other – the address is a very new address and not in eSAM yet