Guide to Avoiding the Creation of Duplicate Records

interRAI Update 2020

Purpose

The purpose of this 'how to' guide is to provide administration and assessor staff with an overview of how to avoid creating duplicate records for their client/resident on the National interRAI Software.

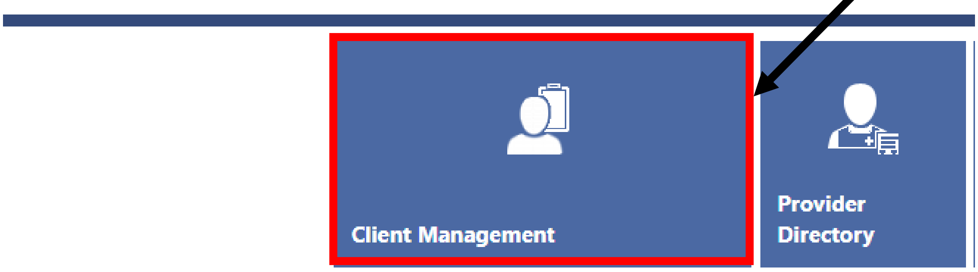
Note: Duplicate records can be created due to a glitch in the system following the April 2019 upgrade. When a GP is added to the 'Add New Client/Resident' page, it automatically saves the record.

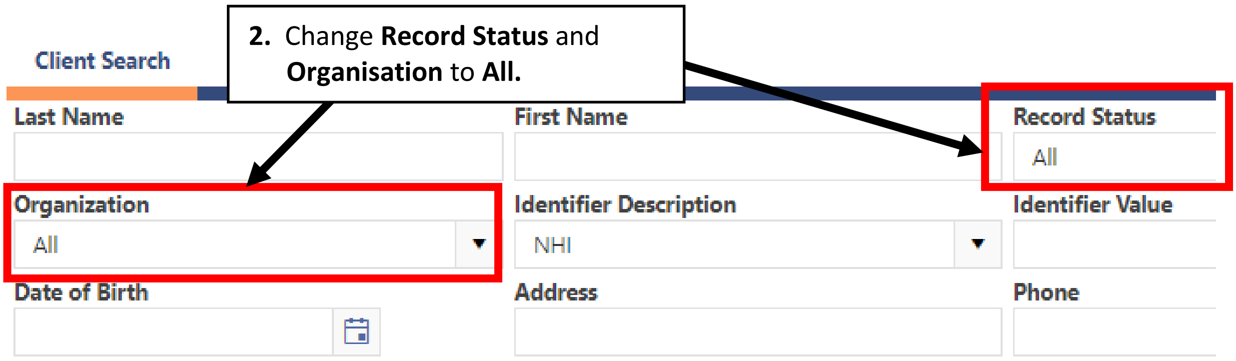
Community

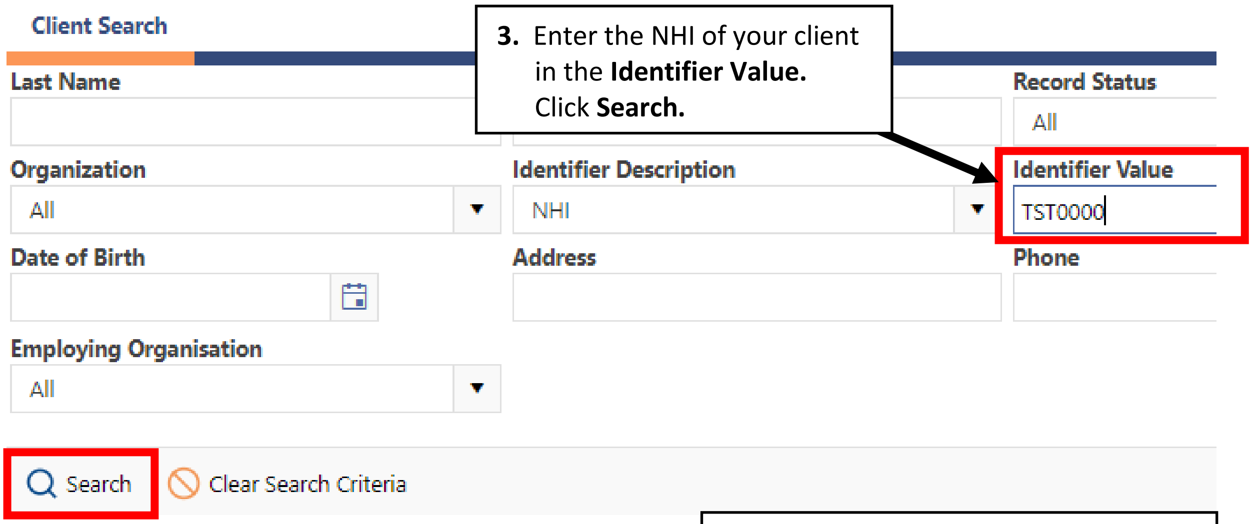
Avoiding Duplicate Records

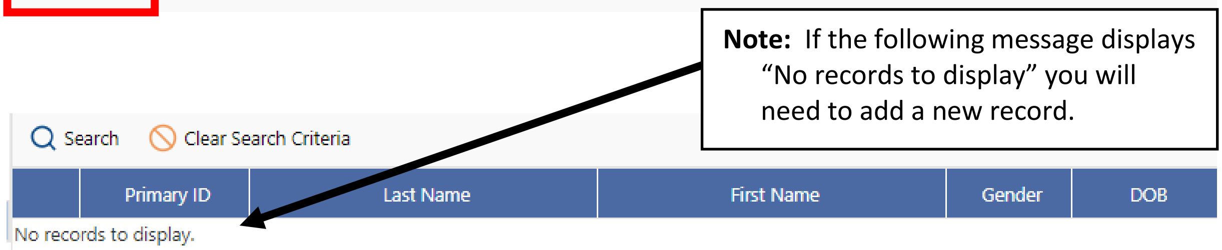
You can avoid creating a duplicate record for your client as follows:

1. Go to **Client Management.**







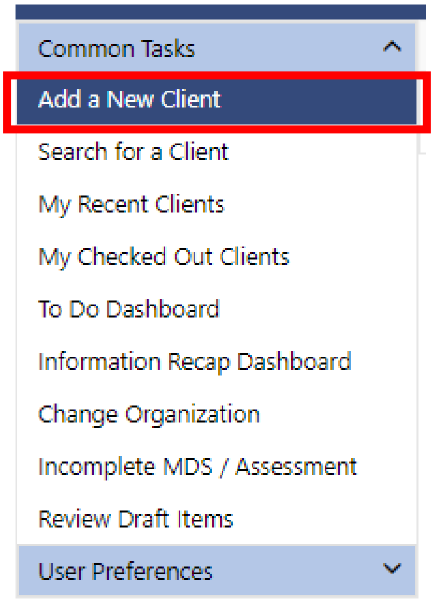


IMPORTANT – PLEASE NOTE:

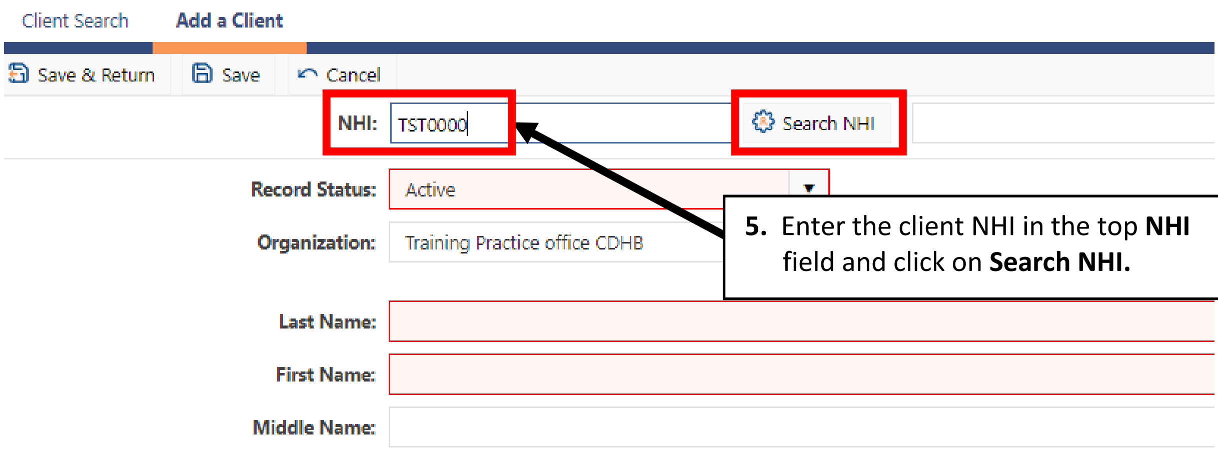
You may not have access to the record you are looking for; for example, it is in an office you do not have access to. In this case, a message will appear stating;

"This record exists in an organisation your account does not have security access to. Please contact your system administrator."

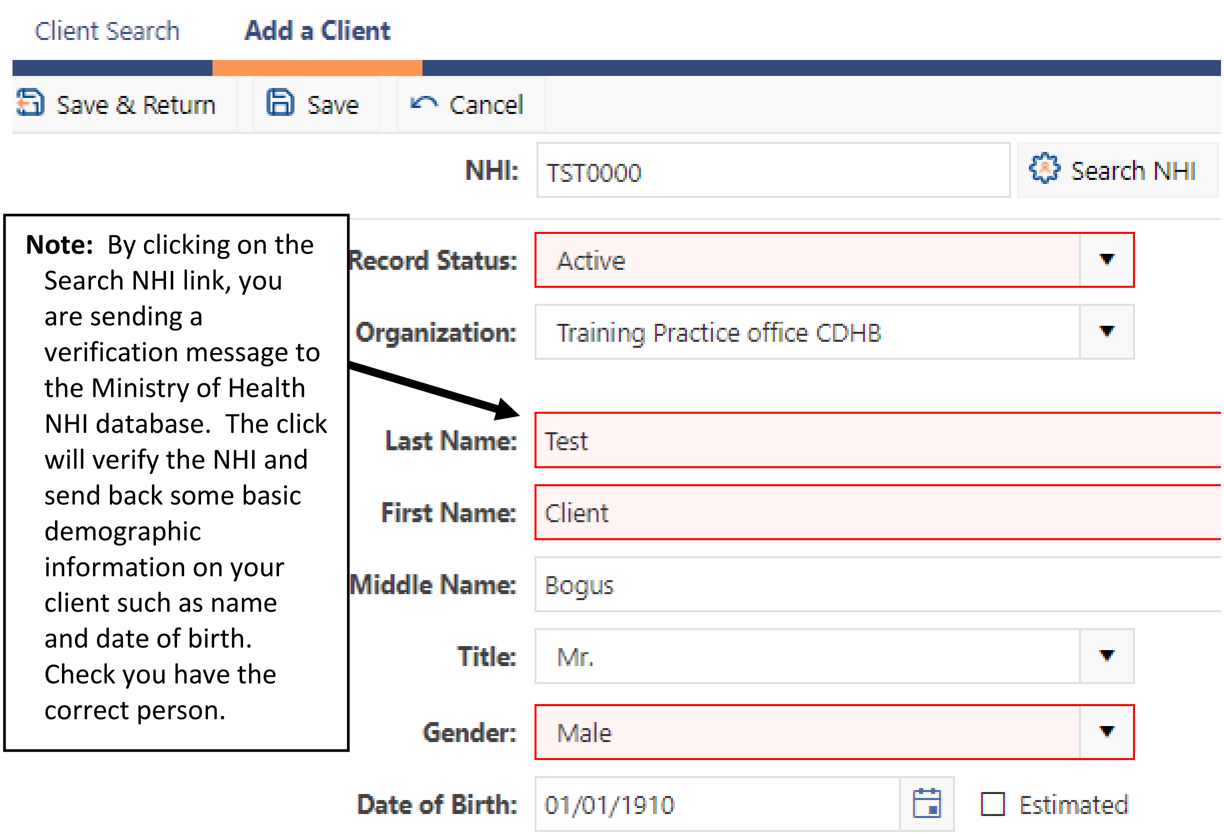
Please contact your local NASC or interRAI System Clinician to make the record available to you.



4. After having double checked that there is no record on the system for your client, click on **Add a New Client** (left-hand side menu).



5. Enter the client NHI in the top **NHI** field and click on **Search NHI.**

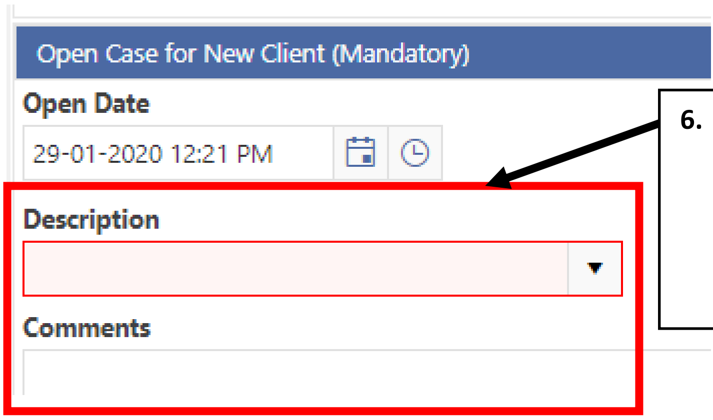


Note: By clicking on the Search NHI link, you are sending a verification message to the Ministry of Health NHI database. The click will verify the NHI and send back some basic demographic information on your client such as name and date of birth. Check you have the correct person.

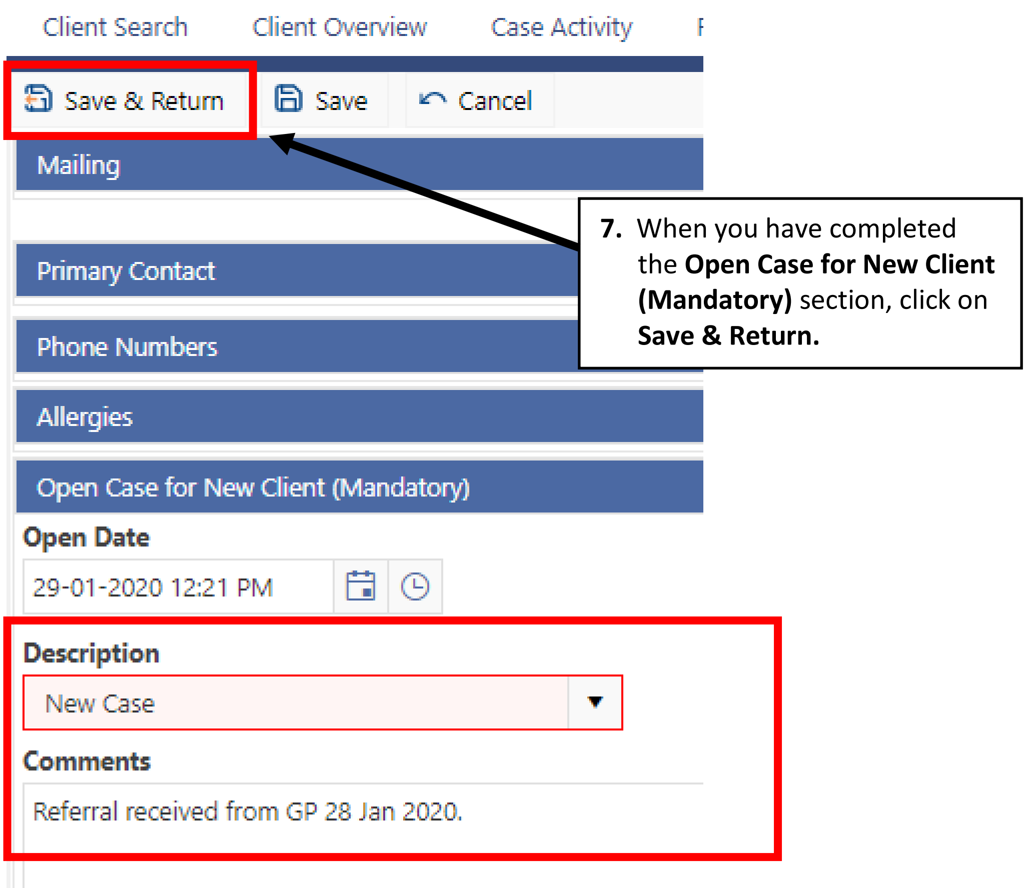
IMPORTANT – PLEASE NOTE:

Ignore all other information and fields and skip right to the end to the **Open Date** section.

DO NOT enter any other information on this page except the **Description** (reason for creating the record).

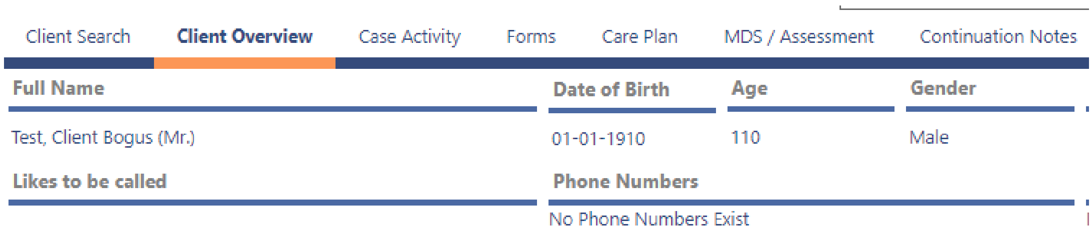


6. Choose a **Description** from the drop-down box for why you are creating a new record for your client (and enter any relevant comments as required in the **Comments** box.



Enter additional information from the Client Overview only

Now that you have created your client record, you can proceed with entering all additional information from the Client Overview.



Residential

Avoiding Duplicate Records

The **Add a New Resident** menu option has been temporarily removed from the Assessor and Aged Residential Sector staff roles to avoid the creation of duplicate records across the long-term care facilities offices. When the bug has been fixed with the next software upgrade, this menu option may be reinstated.

Aged residential care staff are required to contact an interRAI System Clinician or the appropriate Host IT Service Desk to create a required record for any under-65 residents.

Questions (FAQs)

If you have any questions, please contact interRAI@tas.health.nz.