



# 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.

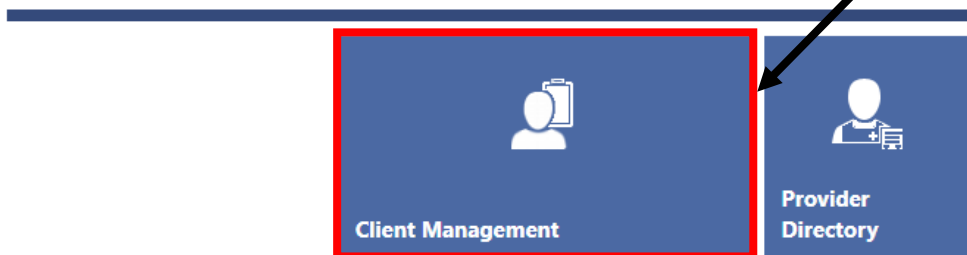
### Community

#### Avoiding Duplicate Records

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



1. Go to **Client Management**.



**2. Change Record Status and Organisation to All.**

Client Search

Last Name

First Name

Record Status

Organization

Identifier Description

Identifier Value

Date of Birth

Address

Phone

**3. Enter the NHI of your client in the Identifier Value. Click Search.**

Client Search

Last Name

Record Status

Organization

Identifier Description

Identifier Value

Date of Birth

Address

Phone

Employing Organisation

**Note:** If the following message displays "No records to display" you will need to add a new record.

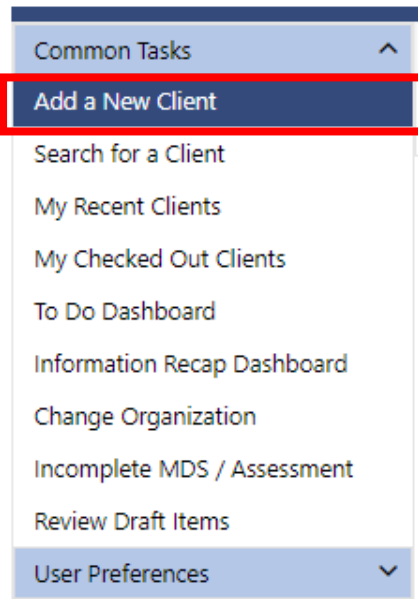
Primary ID	Last Name	First Name	Gender	DOB
No records to display.				

**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).

A screenshot of the 'Add a Client' form in a software application. The form has a header with 'Client Search' and 'Add a Client'. Below the header are buttons for 'Save & Return', 'Save', and 'Cancel'. The main form area contains several fields: 'NHI:' with the value 'TST0000' entered, a 'Search NHI' button, 'Record Status:' with a dropdown menu set to 'Active', 'Organization:' with the value 'Training Practice office CDHB', 'Last Name:', 'First Name:', and 'Middle Name:'. The 'NHI:' field and the 'Search NHI' button are highlighted with red rectangular boxes. An arrow points from the 'Search NHI' button to the 'NHI:' field.

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

Save & Return Save Cancel

NHI:  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.

Record Status:

Organization:

Last Name:

First Name:

Middle Name:

Title:

Gender:

Date of Birth:   Estimated

**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).

**Open Case for New Client (Mandatory)**

**Open Date**

**Description**

**Comments**

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).

Client Search   Client Overview   Case Activity   f

**Save & Return**   Save   Cancel

Mailing

Primary Contact

Phone Numbers

Allergies

Open Case for New Client (Mandatory)

**Open Date**  
29-01-2020 12:21 PM

**Description**  
New Case

**Comments**  
Referral received from GP 28 Jan 2020.

7. When you have completed the **Open Case for New Client (Mandatory)** section, click on **Save & Return**.

## 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.

Client Search	Client Overview	Case Activity	Forms	Care Plan	MDS / Assessment	Continuation Notes
<b>Full Name</b>		<b>Date of Birth</b>	<b>Age</b>	<b>Gender</b>		
Test, Client Bogus (Mr.)		01-01-1910	110	Male		
<b>Likes to be called</b>		<b>Phone Numbers</b>				
		No Phone Numbers Exist				

## 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](mailto:interRAI@tas.health.nz).