



Removing Duplicate Addresses

How to Guide

interRAI Update 2020

Purpose

The purpose of this guide is to provide administration and assessor staff with an overview of how to remove duplicate mailing or service addresses for their client/resident on the National interRAI Software.

Note: Duplicate addresses were created between the October 2018 and April 2019 upgrades when an assessor used 'Check-in Check-out' for a client record. Duplicate addresses generate an error message: "Maximum of 1 Mailing/Service Address Allowed" and prevent an assessor from making changes to the clients Overview page until the duplicate address is removed.

Community

Removing Duplicate Addresses

If you have tried to make changes on your client's Overview page and you have received an error message such as:

| Errors and Warnings: | |
|----------------------|--------------------------------------|
| | Maximum of 1 Mailing Address Allowed |
| | Only 1 Service Address Allowed |

You can remove the duplicate addresses on the client's 'Overview page' as follows:

MOMENTUM HEALTHWARE

1. Go to Client Management

Client Management

Provider Directory

Client Search

2. Enter your client NHI (or client name) and click **Search**

Last Name:

Organization: Training Practice office CDHB

Identifier Description: NHI

Identifier Value:

Date of Birth:

Address:

Phone:

Employing Organisation: All

Record Status: Active

Search Clear Search Criteria

Client Search **Client Overview** Case Activity Forms Care Plan MDS / Assessment

| Full Name | Date of Birth | Age |
|----------------------|---------------|-----|
| Test, Training (Mr.) | 09-07-1945 | 74 |

Likes to be called

Phone Numbers
No Phone Numbers Exist

Service Address

Test Street
Test Suburb
Test City 4312
New Zealand
1640

Client Search Client Overview **Case Activity**

Return

+ Add Edit **Delete** Show History

| | Address Type | Mailing Address | |
|------------------------|--------------|-------------------------------------|----------------------|
| <input type="button"/> | Service | <input checked="" type="checkbox"/> | 45 Castletown Place, |
| <input type="button"/> | Service | <input checked="" type="checkbox"/> | 45 Castletown Place, |

5. Click OK to confirm

Delete selected Address ?

OK Cancel

Removing Multiple Duplicate Addresses

If the assessor has used 'Check-in, Check-out' more than once for your client, there may be multiple duplicate addresses. Repeat steps 1 to 5 if there is more than one duplicate so there is only one Service Address remaining.

Now you can make changes to the client's 'Overview' page without the "Maximum 1 Mailing/Service Address Allowed" error message.

Residential

Removing Duplicate Addresses

If you have tried to make changes on your resident's 'Overview' page and you have received an error message such as:

| Errors and Warnings: | |
|----------------------|--------------------------------------|
| | Maximum of 1 Mailing Address Allowed |
| | Only 1 Service Address Allowed |

You can remove the duplicate addresses on the resident's Overview page as follows:

The screenshot shows the Momentum Healthware interface. At the top left is the logo. Below it are two main navigation buttons: 'Client Management' (highlighted with a red box) and 'Provider Directory'. An arrow points from a callout box '1. Go to Client Management' to the 'Client Management' button. Below this is a 'Client Search' form with fields for 'Last Name', 'Organization' (set to 'Training Practice office CDHB'), 'Date of Birth', 'Employing Organisation' (set to 'All'), 'Identifier Description' (set to 'NHI'), 'Address', and 'Phone'. The 'Record Status' is 'Active'. The 'Identifier Value' field is highlighted with a red box. An arrow points from a callout box '2. Enter your client NHI (or client name) and click Search' to the 'Search' button at the bottom left, which is also highlighted with a red box. A 'Clear Search Criteria' button is next to it.

Resident Search **Resident Overview**

3. Click on Demographics (left-hand side menu)

| | |
|----------------------------|---|
| Common Tasks | |
| ADT | |
| Assessments/Forms | ▼ |
| Care Plan | ▼ |
| Demographics | ▼ |
| History And Physical | ▼ |
| Risk Management and Safety | ▼ |
| MDS / Assessment | ▼ |
| Progress Notes | ▼ |
| Reports | ▼ |
| User Preferences | ▼ |

Likes to be called
cico

Ethnicity
New Zealander

Allergies
- Environmental
cico

Diet

Resident Search **Resident Overview**

4. Click on Addresses (left-hand side menu)

| | |
|---------------------|---|
| Common Tasks | ▼ |
| ADT | ▼ |
| Assessments/Forms | ▼ |
| Care Plan | ▼ |
| Demographics | ▲ |
| Names | |
| Identifiers | |
| Personal Details | |
| Phone Numbers | |
| Addresses | |
| Photos | |

Full Name
test, test

Likes to be called
cico

Ethn
New Z

Allergies
- Environmental
cico

Diet
cico

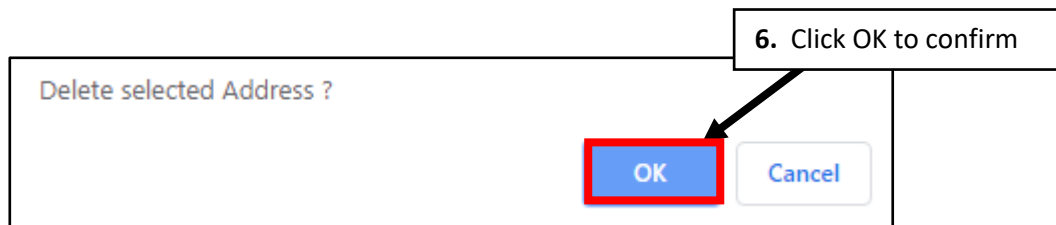
Client Search **Client Overview** Case Activity Forms

Return

+ Add Edit Delete Show History

| | Address Type | Mailing Address | |
|---------|--------------|-----------------|----------------------|
| Service | | | 45 Castletown Place, |
| Service | | | 45 Castletown Place, |

5. Click on the duplicate address to highlight dark blue, then click on Delete



Removing Multiple Duplicate Addresses

If the previous Community Assessor has used 'Check-in, Check-out' more than once for your resident, there may be multiple duplicate addresses. Repeat steps 1 to 6 if there is more than one duplicate so there is only one Service Address remaining.

Now you can make changes to the resident's Overview page without the "Maximum 1 Mailing/Service Address Allowed" error message.

Questions (FAQs)

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