MidCentral District Health Board
Te Pae Hauora o Ruahine o Tararua

Emergency - Admin User Guide

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1 Basic Information

1.1.1 Icons

The following icons appear throughout WebPAS. Some, such as the navigation icons, appear on every screen, while others only appear as needed. Each icon has a specific function.

Icon	Name	Function
	Home	Click here to display your WebPAS Home Page. This is the first screen displayed after login.
	Recent	Click here to display a list of the last 20 NHI Numbers used in the specific function. The patient's demographics are displayed by clicking on the NHI number.
	Reports	Click here to alternate between the system menu and reports menu.
	Server Information	Click here to view server-related information
	Support Information	Click here to view information about the current screen. If you need support, you will need to record this information.
	Print	Click here to print the current page or record.
	Log-out	Click here to log out of the WebPAS application
	Table View	Click here select a new view if two or more of these icons display on a screen. Place the cursor over this icon to see a definition of the view.
	Patient Details folder	Click here to view Patient Details. Folder colours have been customised to distinguish patients with ACC claims, non-eligible patients and deceased patients.
Patient Master Index	Change PMI Demographics	Click on this icon to change the patient's demographics details.
	Select (various)	Click on this icon in a referral list to view a specific referral. Using inpatient functionality, click on this icon to allocate a patient to a ward bed. Using Theatre funtionality, click on this icon to update the booking start time
	Patient suspended	Click to display the suspension details, for example, a patient may be on holidays and not available for treatment.
	Visit/Appointment	Click here to work with the visit, appointment or waiting list entry
	Theatre Session	Click here to view or change a theatre session.

Icon	Name	Function
	Outpatient clinic	Click here to view an outpatient clinic list
	Calendar lookup	Click here to select a date from a calendar.
	Range – today	Click here to view items for today.
	Range – week	Click here to view items for a single week.
	Range – month	Click here to view items for a single month.
	Date/time stamp	Click here to view/enter present date and time.
	Time lookup	Click here to view/choose time from a list.
	Search	Click here to Search.
	Maintenance	Indicates maintenance files. Click to edit or view the file.
	Erase	Click here to Erase field.
	Remove	Click here to remove the current record from the list.
	Update	Click to edit or view the record.
	Change Patient	Click to display the change patient dialogue, enabling you to select a different patient record.
	All Visit List	Click on this icon to display the all visit list (on the patient-level menu).
	Change PMI Demographics	Click on this icon to change patient demographics (on the patient-level menu).
	Patient Appointment List	Click on this icon to view a patient's appointments.
	Patient Labels	Click on this icon to print patient labels (on the patient-level menu).
	Change Admission Details	Click on this icon to display patient admission details (on the patient-level menu).
	Alert	Click to view, edit or add patient alerts. Alerts flag important medical information about a patient (e.g. drug reactions, other allergies, situational). Access to alerts is restricted.
	Disability Alert	Click to view, edit or add disability alerts.

Icon	Name	Function
	Legal Status	Click to view, edit or add active Mental Health Legal Status records.
	Alias	Click to view existing patient aliases for the patient.
	Interpreter	Indicates that the patient requires an interpreter.
	Medical Record request	Click to request physical access to the medical record of a selected patient (on the patient-level menu).
	Medical Records	Click to display a list of medical records available for a patient.
---- Functions ----	Make new OP Appointment	Click on this icon to make a new outpatient appointment (on the patient-level menus)
	Active Primary Referral	Click to display active primary referrals for the patient.

1.1.2 Browser Buttons

Icon	Function
&	Enables you to browse backward and forward through the sequence of screens you have recently displayed.
	Enables you to stop system processing. This is useful if you change your mind about a system task, or the system is taking too long to process a request.
	Enables you to refresh the screen. It is advisable to do this each time you leave it for any length of time. If another user had accessed the same record while you were not at your PC your screen may not be displaying the latest information.
	Enables you to redisplay the Home page, your starting point in the system.

1.1.3 Menu Bars

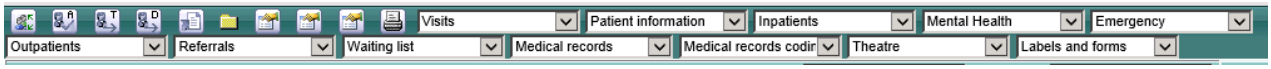
WebPAS has two menu bars within the system:

- Hospital-level Menu Bar

The **Hospital or high-level** menu bar enables you to access screens that are relevant to the whole hospital or service such as list screens.

- Patient-level Menu Bar

The **Patient-level** menu bar enables you to access screens that are relevant to the selected patient. It is displayed once you have searched for and selected a patient.



1.1.4 Patient Header

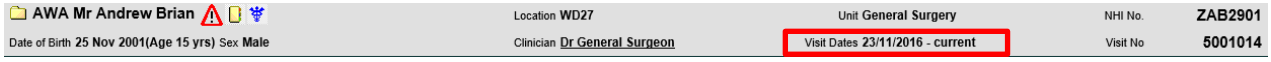
Above the **Patient** menu bar is the **Patient Header** or **Banner**. Like the **Patient** menu bar, this only displays when a patient is selected. It prominently displays the patient's name and important information, such as:

- The existence of medical records
- Patient alerts
- Patient Disability
- Displays legacy visit data
- If the patient has an **Active primary referral**
- A suspension period
- The need for an interpreter

It also shows other useful summary details, such as NHI and visit number, date of birth, age and sex.

Patient visit dates are also be displayed in the patient header:

Inpatient visits display the **Admission** and **Discharge dates** as follows.



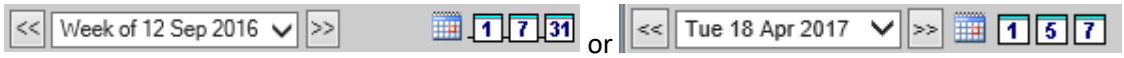
For **Outpatient visits** the status will depend whether the patient is **'Booked'** or has **'Attended'**.

Booked: Booked 24/11/2016 at 8am

Attended: Attended 1/12/2016 at 8.25am

1.1.5 Calendar Lookup

The **Calendar look-up** displays throughout PAS at the top of most list screens.



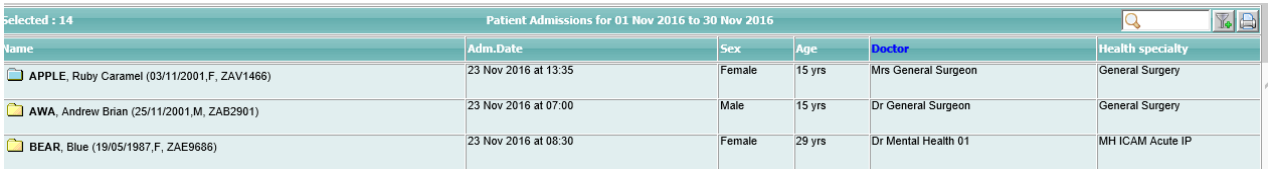
This enables you to view the screen as follows:

Icon	Function
	On a selected date
1	Today
5	Search for a part week (Monday to Friday)
7	Search for one week (starting with Monday)
31	Search for one month

1.1.6 Table Sort Functionality

When you hover the mouse over a column name, the list can be sorted if the colour of a column header changes from white to blue as shown below.

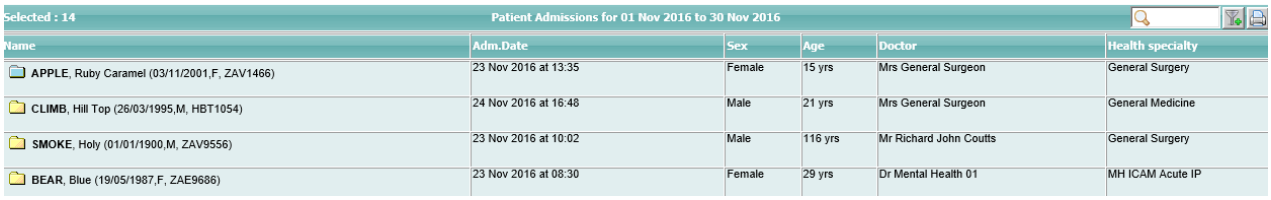
You can sort the list in ascending order, e.g. 1 to 5 or A to Z or descending order, e.g. 5 to 1 or Z to A by clicking the **Column Heading**.



Selected : 14 — Patient Admissions for 01 Nov 2016 to 30 Nov 2016

Name	Adm.Date	Sex	Age	Doctor	Health specialty
APPLE, Ruby Caramel (03/11/2001,F, ZAV1466)	23 Nov 2016 at 13:35	Female	15 yrs	Mrs General Surgeon	General Surgery
AWA, Andrew Brian (25/11/2001,M, ZAB2901)	23 Nov 2016 at 07:00	Male	15 yrs	Dr General Surgeon	General Surgery
BEAR, Blue (19/05/1987,F, ZAE9686)	23 Nov 2016 at 08:30	Female	29 yrs	Dr Mental Health 01	MH ICAM Acute IP

Sorted list (using Doctor field)



Selected : 14 — Patient Admissions for 01 Nov 2016 to 30 Nov 2016

Name	Adm.Date	Sex	Age	Doctor	Health specialty
APPLE, Ruby Caramel (03/11/2001,F, ZAV1466)	23 Nov 2016 at 13:35	Female	15 yrs	Mrs General Surgeon	General Surgery
CLIMB, Hill Top (26/03/1995,M, HBT1054)	24 Nov 2016 at 16:48	Male	21 yrs	Mrs General Surgeon	General Medicine
SMOKE, Holy (01/01/1900,M, ZAV9556)	23 Nov 2016 at 10:02	Male	116 yrs	Mr Richard John Coutts	General Surgery
BEAR, Blue (19/05/1987,F, ZAE9686)	23 Nov 2016 at 08:30	Female	29 yrs	Dr Mental Health 01	MH ICAM Acute IP

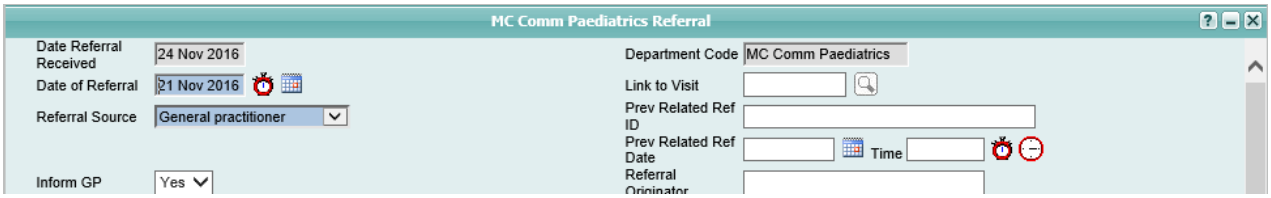
1.1.7 Fields

You will notice as you move through the system that some fields are coloured white**,** some are coloured blue and some are coloured grey.

White fields are **optional**, and should be completed if known.

Blue fields are **mandatory** and must be completed before updating screen. The system prompts you to complete these fields before updating the screen.

Grey fields are **read only** and cannot be edited. This information can only be edited in certain screens, provided you have sufficient access rights to do so.



1.1.8 Handy Hints

- Pressing the **Spacebar** ticks the currently selected check box.
- Pressing the **Tab** button moves the focus from one field to the next in the correct order of data entry.
- If a button is highlighted, you can press **Enter** to activate the button.
- In a drop-down **List**, typing the first letter of the item you want selects the first item in the list beginning with that letter. Repeatedly pressing the same key moves the selection down the list.
- Entering the appropriate code in a field, then tabbing to the next field completes the field without the use of a lookup.
- On **Date** fields entering the day only portion of the date will default the remaining value of the date to the current month and year, e.g. entering '24' in February 2015 will default the Date field to '24 Feb 2015'.
- On **Date** fields entering the day and month portions of the date with a space between them will default the remaining value of the date to the current year, e.g. entering '24 8' in February 2015 will default the Date field to '24 Aug 2015'.
- Pressing **F5** refreshes the screen.
- Pressing **F11** maximises the window.
- Pressing **Ctrl N** opens a second session window, enabling you to use two different parts of the system at once.

2 Registration

Registration involves two steps:

1. New patient registration: creating a new NHI number for a previously unregistered patient
2. Searching for a patient who is already registered and saving their details to the local system or database.

The NHI number links the patient's current and future visits together enabling staff to view the patient's medical history over a series of events.

2.1 Temporary and Reserve NHIs

2.1.1 Temporary NHIs

If the link to the NHI is not available when registering a new patient, the system will generate at temporary NHI that starts with "T" (eg T-00037).

2.1.2 Reserve NHIs (details TBC)

A reserve NHI list will be available for each DHB. The intention is that a reserve NHI will be used when DHB staff cannot identify a patient or cannot record an NHI when the link to the system is not available. Example:

- when a patient presents who is unconscious or who cannot be correctly identified, a reserve NHI is used as a temporary measure to ensure a unique identify for that patient
- when the NHI link is not available to register a patient in the national NHI database

A draft regional policy states:

- A reserve NHI can only be used for a single patient.
- A regional reserve NHI list will be maintained and allocated to DHBs (by regional service management (TBC).
- A request to merge the reserve NHI with the live NHI will be actioned after the patient is discharged from the DHB's service.
- The name attached to the reserve NHI will include the name of the DHB – eg WDHB Reserve NHI 1.
- Of the allocated reserve NHIs, each DHB will have 5-10 that can be used by the Emergency Department.
- When a reserve NHI is used by a DHB service, the DHB will request a new reserve NHI to replace one that has been used

Note: PAS uses the term **U/R number** and not **NHI number** in many functions and screens.

2.2 Register a Patient – System Step

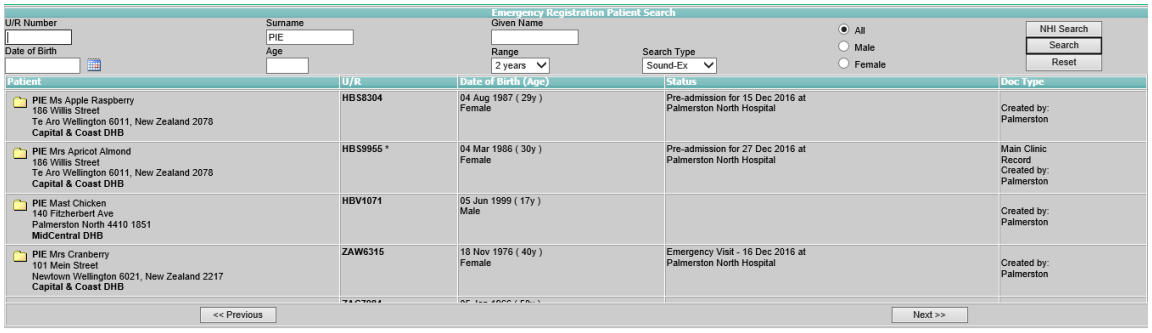
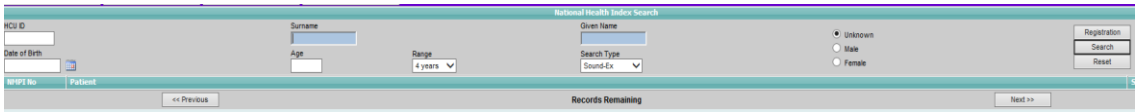
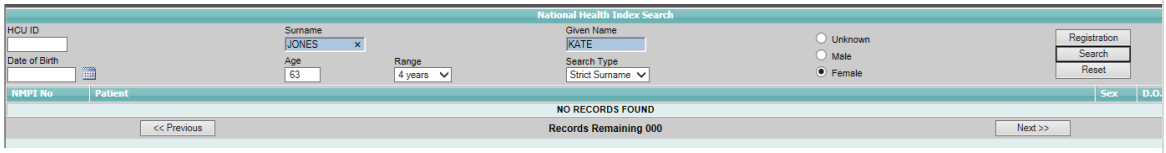
Use this system step when registering a patient who has not been previously registered with an NHI, e.g. when a national patient search does not return patient information as expected. Also use it to manage a duplicate NHI number warning on registration.

Note: All actions on patient records require that the patient's details be 'put in context' on the PAS screen. The patient search step allows this to happen.

Other details can be added to the PAS record after the registration step has been completed. Before starting this system step, ensure you have:

- completed a local search to confirm that the patient record does not exist on the local system before starting a national patient search
- completed a national search to confirm that the patient does not have an NHI
- referred to the Reserve NHI list if required.

Use these steps to register a new NHI number and identify any NHI warning displayed when a patient is being registered:

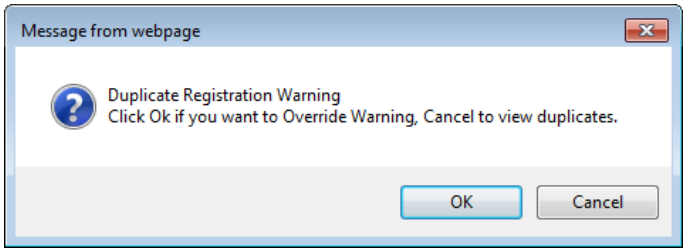
Step	Action
1	Select **Register** from the **Emergency** drop-down menu [hospital-level]. **Result:** The **Emergency registration patient search** screen displays.
2	Enter **surname**, **given name**, **age** or **date of birth** and select the **male** or **female** button. Click Search.  Note: If the patient details exist in the database, click the **Patient folder** icon on the **Patient search** screen.
3	If no appropriate results click the **NHI search** button. **Result:** The **National Health Index search** screen displays.  **Note:** The search type defaults to **sound-ex**.
4	Enter further information as required Click **search** 

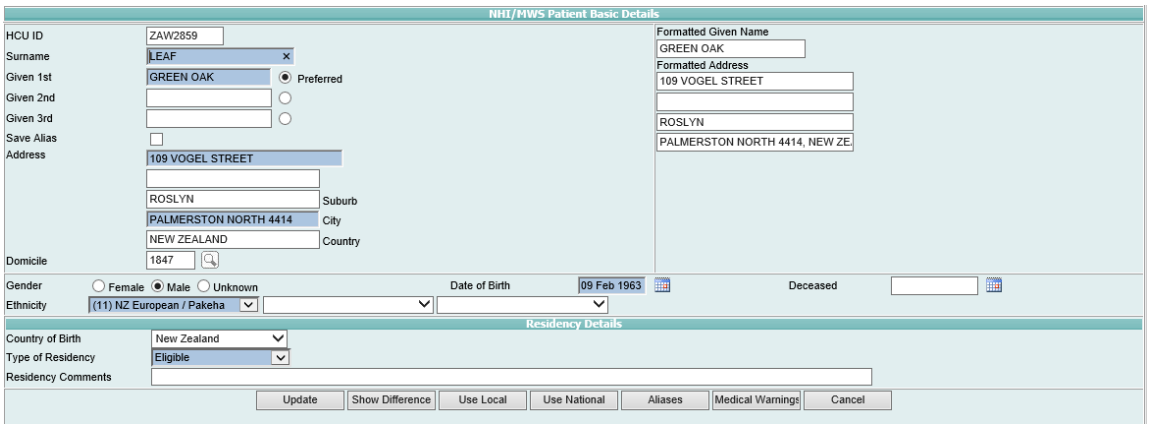
Step	Action
5	Click **Registration** if the patient's details are not returned in the search. **Result:** The **NHI/MWS new patient registration** screen displays. NHI/MWS New Patient Registration Surname LEAF Given 1st GREEN OAK Preferred Given 2nd Given 3rd Save Alias Address Suburb City Country Domicile Formatted Given Name Formatted Address Gender Female Male Unknown Date of Birth Deceased Ethnicity Residency Details Country of Birth Type of Residency Residency Comments Add Cancel **Note:** The **surname** and **given first name** entered in the **patient Search** screen will auto-populate the corresponding fields on the **NHI/MWS new patient registration** screen.
6	Complete the following fields. **Note:** Blue fields are mandatory and this information must be recorded.

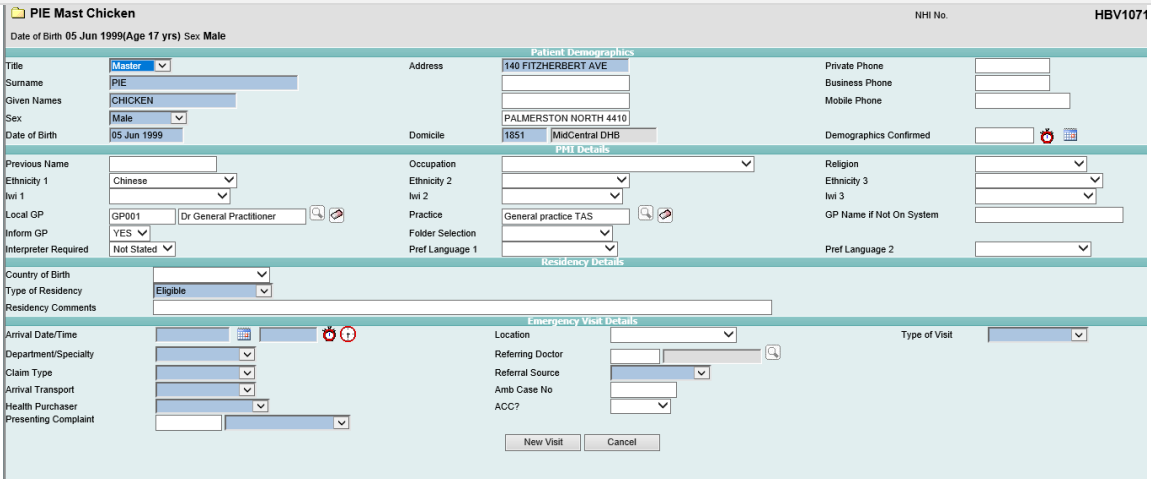
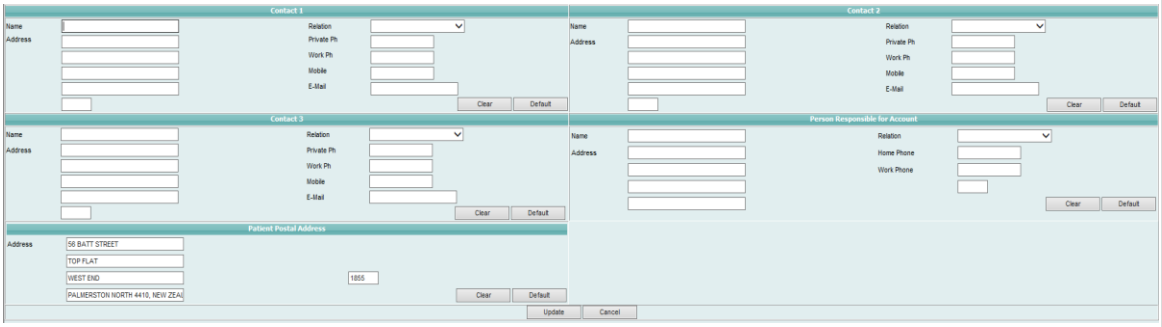
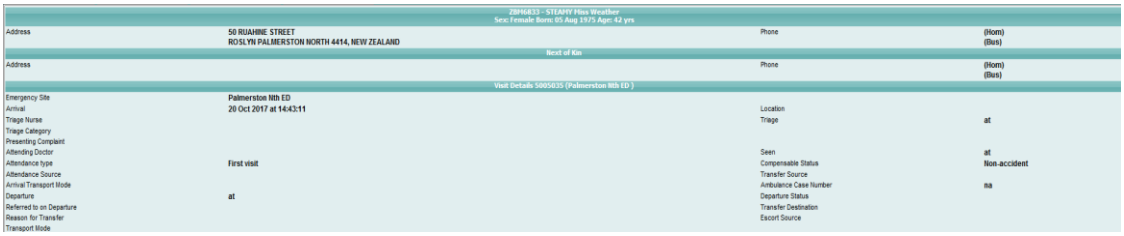
Field	Description and Use
Surname	Enter the patient's surname
Given 1st	Enter the patient's first given name
Given 2nd	Enter the patient's second given name
Given 3rd	Enter the patient's third given name
Save alias	This field is used to save the patient name as an Alias
Address	MoH instructions on how to populate this field, see section 5 Attachment: Best practice – NHI address entry (From MoH) on page 45.
Domicile	A domicile code will be allocated to the address by the NHI
Gender	Select from male, female or unknown. See comments below
Date of birth	Enter the patient's date of birth
Ethnicity	Enter up to three ethnicity codes for the patient. Select the codes from the drop-down lists.
Country of birth	Select the country of birth from the drop-down list.
Type of residency	Eligible or Details Required ONLY
Expiry date	Patient's entry/residency permit/visa expiry date
Passport/visa number	Patient's passport/visa number
NZIS client number	Patient's NZ Immigration Service client number
Country of residence	Patient's usual country of residence
Residency comments	Enter any free text comments relevant to the patients **Residency Status**.

7	**Note:** regarding the **Sex** or **Gender** field, Ministry of Health has advised in relation to gender identification: The NHI is an identity register and should reflect how the patient will present. If a patient

Step	Action
	identifies as male, the NHI should be male, and vice versa. When MoH is advised of a transgender patient, the Identity Data Management Team adds “Do not change patient details, contact MoH” to the alternative name fields on the person’s NHI. Until such time as the NHI has been extended to include “Other”, it is recommended that “Unknown” be used for people who identify as gender diverse, unless Male or Female is a better choice.
8	Click **Add**
9	Determine result and next action:

If the patient being registered…	then…
is similar in details to an existing patient on the NHI	a warning displays.  • Click **OK** to override the warning and continue with the Registration. Go to step 9. • Click **Cancel** to cancel the registration and return to do a NHI Search. Go to step 1 of this task.
is unique in detail	go to step 9.

10	Entering data for a new registration. 
11	Details are saved on the **NHI** and the **Demographic details** screen displays including the **NHI number** for the patient just registered. **Result:** The **Patient demographics/Emergency Visit Details** screen displays.
12	Update the patient’s visit details and any demographic data as necessary. **Note:** Blue fields indicate that a data item is mandatory.

Step	Action
	 **Note:** • If the patient's arrival transport is either helicopter or ambulance. The **Ambulance case number** field becomes mandatory to complete. **Please type na**. • The patient must be allocated to a **location** otherwise details will not be visible on the Map view.
13	Click **New visit** **Note:** Depending on the value that was set in the **Claim type** field in the **Patient registration** screen, the **Injury/accident (ACC)** screen may display in order to collect details about the injury/accident claim. See **13.1.1 Record Injury/Accident details**. **Result:** The **Emergency contact** screen displays. 
14	Complete the **emergency contact details** as required
15	Click **Update** **Result:** The **Emergency visit details** screen displays the most recent details. The patient is now registered as an emergency patient. 

2.2.1 Manage Additional Registration Information – System Step

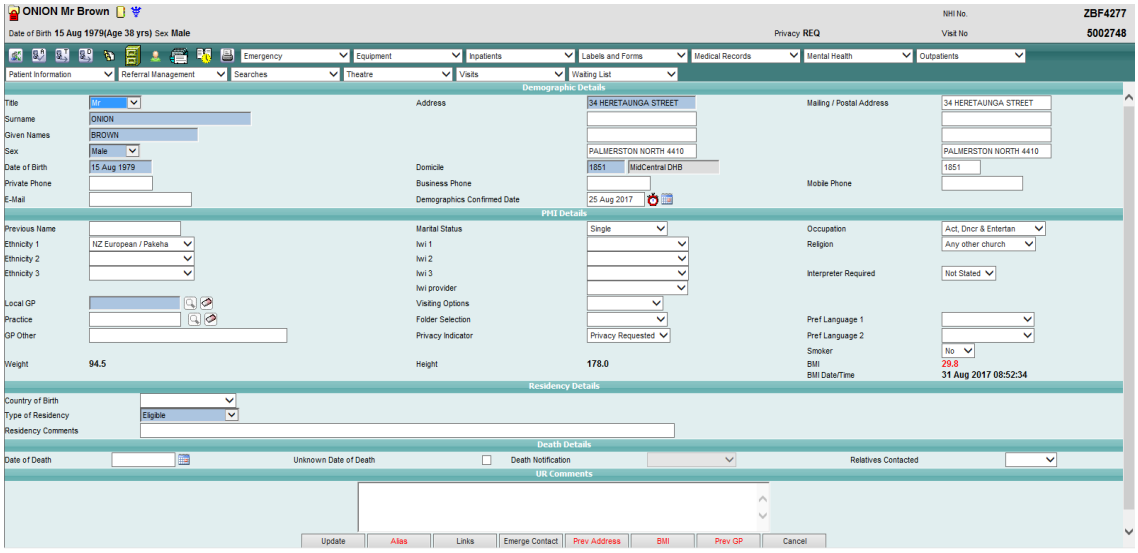
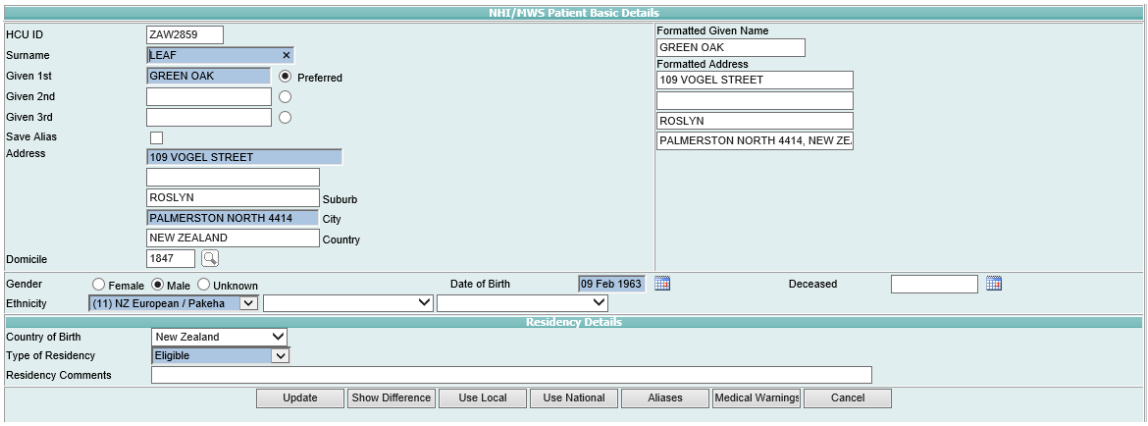
Use this system step to record and manage extra registration information for patients.

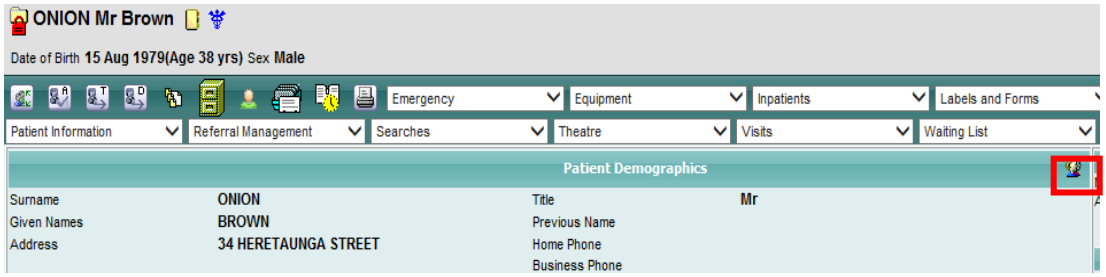
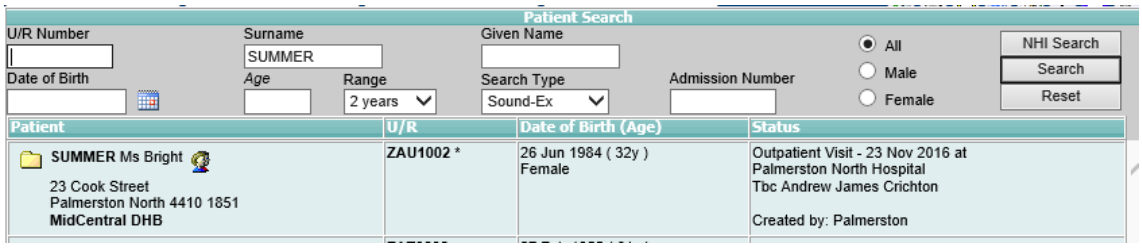
Apart from NHI and basic patient information, you can enter extra registration information, including

- patient aliases
- emergency contacts

2.2.2 Manage Patient Aliases

Use these steps to add and/or delete patient aliases:

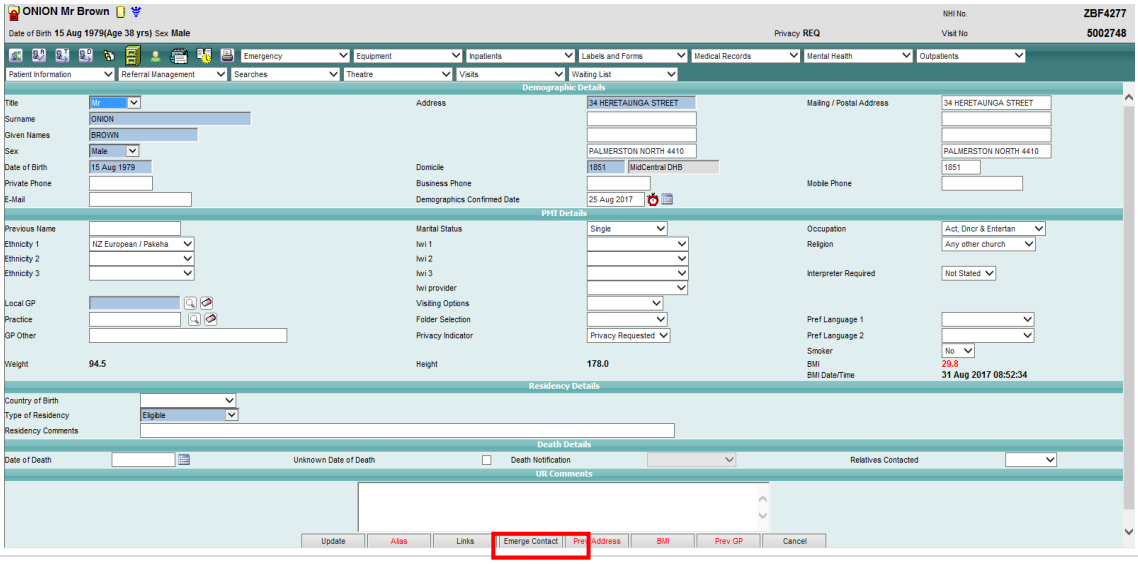
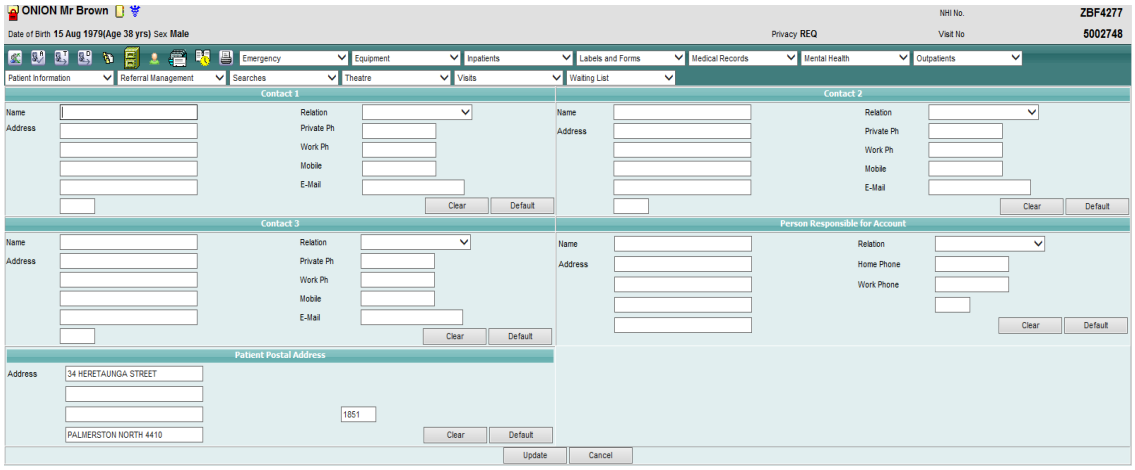
Step	Action
1	Select Change PMI demographics icon from the patient level menu bar **Result:** The **Demographic details** screen for the patient displays. 
2	Click into one of the **Name** fields to bring up the NHI interface. The **NHI/NWS Patient Basic Details** screen displays 
3	Complete fields as required and click update.

Step	Action
4	Add additional aliases as required. **Note:** • The **Alias** icon displays in the **Patient demographics** screen.  • The **Patient Search** screen will also display the **Alias** icon.  • Clicking on the **Alias** icon will display the read-only **Patient alias** list.

2.2.3 Manage Emergency Contacts

Use these steps to enter emergency contacts:

Note: When a patient is registered, the **Emergency contact** screen displays after the **Patient details** screen has been completed.

Step	Action
1	Select Change PMI demographics icon from the patient level menu bar **Result:** The Demographic details screen for the patient displays. 
2	Click **Emerge contact** **Result:** The **Update emergency contact** screen displays. 
3	Enter Contact 1, 2 and **Patient postal address** details.
4	The **Contact 3** section is to be used to record details associated with Enduring Power of Attorney.
5	Click **Default** if you want a particular contact to display the same **Address** and **Private phone** as on the patient's demographic details. See the comment above about using Contact 3 for Enduring Power of Attorney details only.
6	Click **Clear** to remove the details for a particular Contact.
7	Click **Update**

Step	Action
	Result: The details are saved and the **Demographic details** screen displays.

ONION Mr Brown
Date of Birth 15 Aug 1979(Age 38 yrs) Sex Male
NHI No. ZBF4277
Privacy REQ
Visit No 5002748

Emergency | Equipment | Inpatients | Labels and Forms | Medical Records | Mental Health | Outpatients
Patient Information | Referral Management | Searches | Theatre | Visits | Waiting List

Demographic Details

Title	Mr	Address	34 HERETAUNGA STREET	Mailing / Postal Address	34 HERETAUNGA STREET
Surname	ONION				
Given Names	BROWN				
Sex	Male		PALMERSTON NORTH 4410		PALMERSTON NORTH 4410
Date of Birth	15 Aug 1979	Domicile	1851 MidCentral DHB		1851
Private Phone		Business Phone		Mobile Phone	
E-Mail		Demographics Confirmed Date	25 Aug 2017		

PMI Details

Previous Name		Marital Status	Single	Occupation	Act, Dncr & Entertan
Ethnicity 1	NZ European / Pakeha	Iwi 1		Religion	Any other church
Ethnicity 2		Iwi 2			
Ethnicity 3		Iwi 3		Interpreter Required	Not Stated
		Iwi provider			
Local GP		Visiting Options			
Practice		Folder Selection		Pref Language 1	
GP Other		Privacy Indicator	Privacy Requested	Pref Language 2	
				Smoker	No
Weight	94.5	Height	178.0	BMI	29.8
				BMI Date/Time	31 Aug 2017 08:52:34

Residency Details

Country of Birth	
Type of Residency	Eligible
Residency Comments	

Death Details

Date of Death | Unknown Date of Death | Death Notification | Relatives Contacted

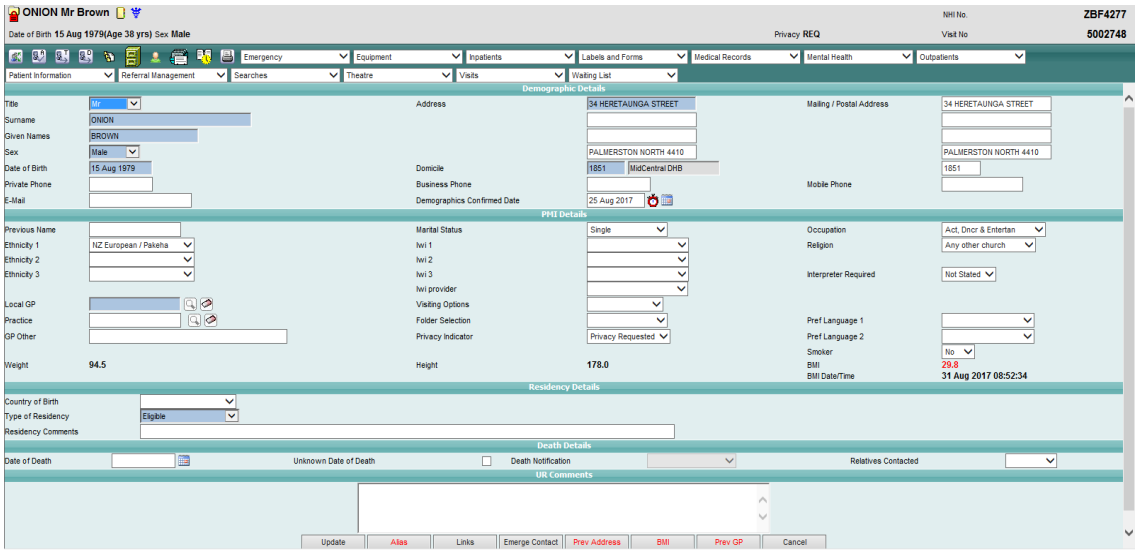
UR Comments

Update | Alias | Links | Emerge Contact | Prev Address | BMI | Prev GP | Cancel

Note: The **Emerge contact** button text displays in red, indicating that an **Emergency contact** records exists.

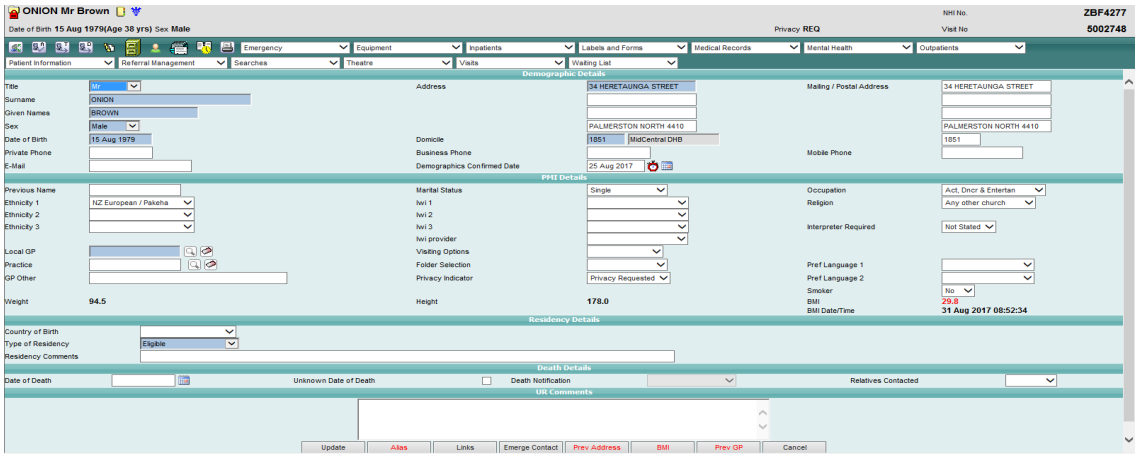
2.2.4 Update or Add Demographic Information

Use these steps to update and/or add registration information:

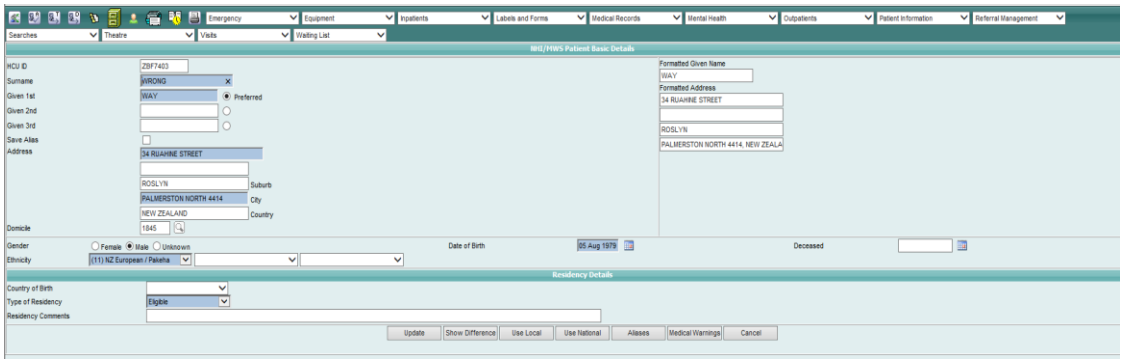
Step	Action
1	Select Change PMI demographics icon from the patient level menu bar **Result**: The Demographic details screen for the patient displays. 
2	Change the details as required.
3	Update the **Demographics confirmed date** field.
4	Click **Update** **Result:** The **Patient demographics** screen displays.

2.2.5 Update NHI Basic Details

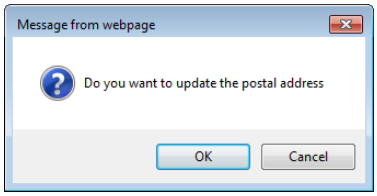
Use these steps to update basic NHI details:

Step	Action
1	Select Change PMI demographics icon from the patient level menu bar **Result:** The Demographic details screen for the patient displays. 
2	Click into one of the **Name** fields to bring up the NHI interface.

Step	Action
	Result: The **NHI/MWS patient basic details** screen displays.



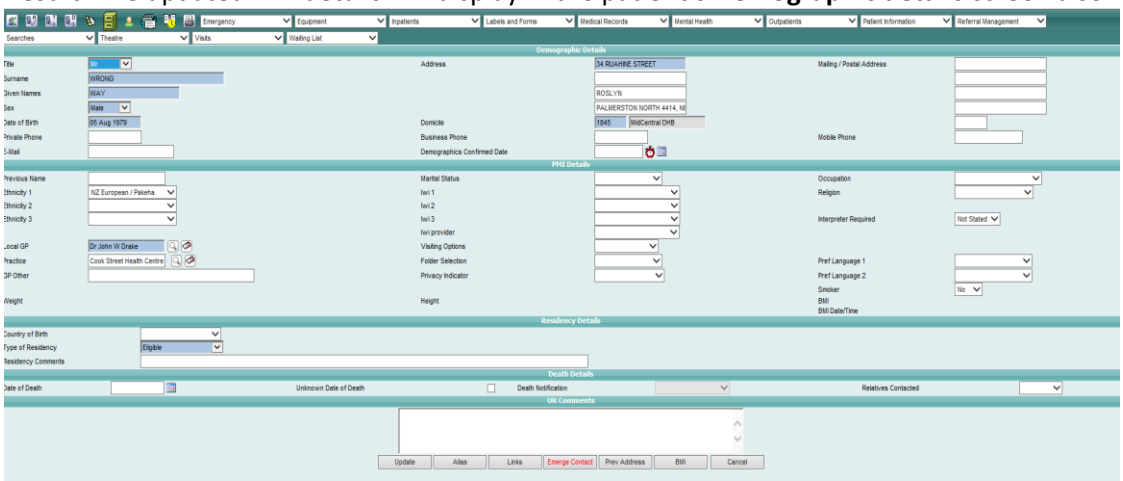
3	Make the changes required.
4	Click **Update** **Result:** If you change address details, the following message asks if you want to update the patients postal address.



5	Determine next action:

If the patient's…	then…
postal address needs to be updated	click **OK** to be taken to the patient's **contacts** screen, where the postal address can be updated. If the postal address is the same as the physical adress click default otherwise the information must be typed in. After updating the postal address go to step 7.
postal address has not changed	go to step 6.

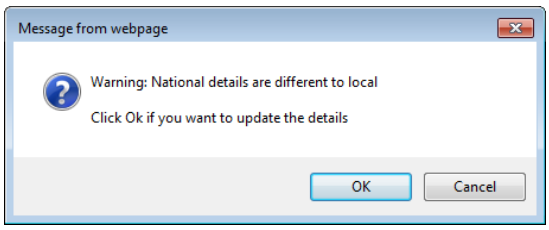
6	Click **Cancel** to return to the patient's **Demographic details** screen. **Result:** The updated NHI details will display in the patient's **Demographic details** screen also.



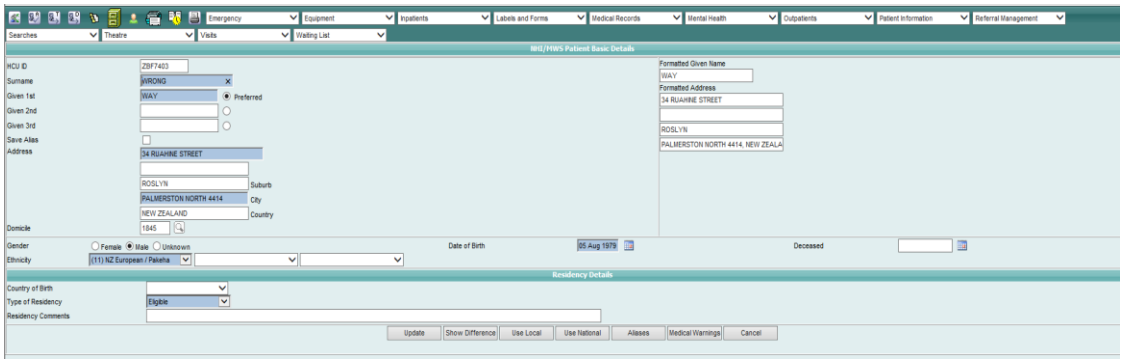
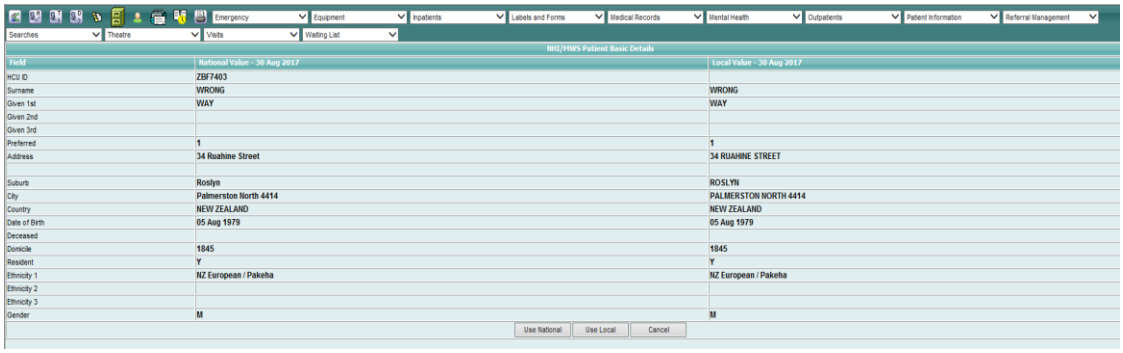
7	Click **Update** **Result:** The **Patient demographics** screen displays.

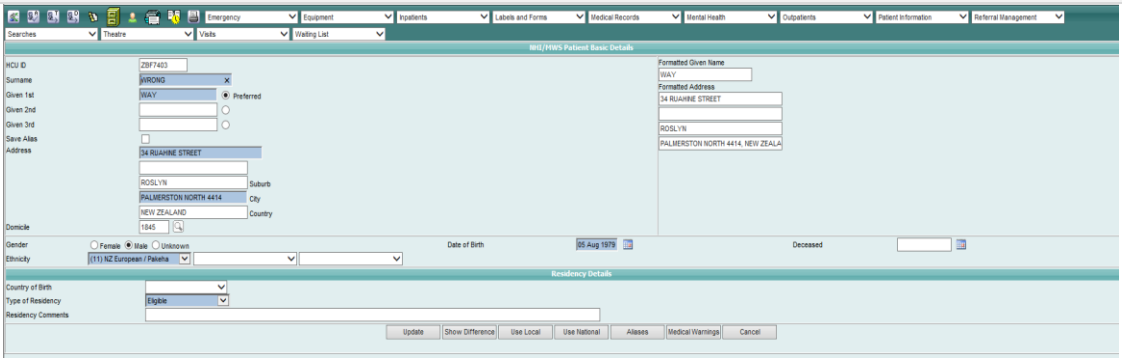
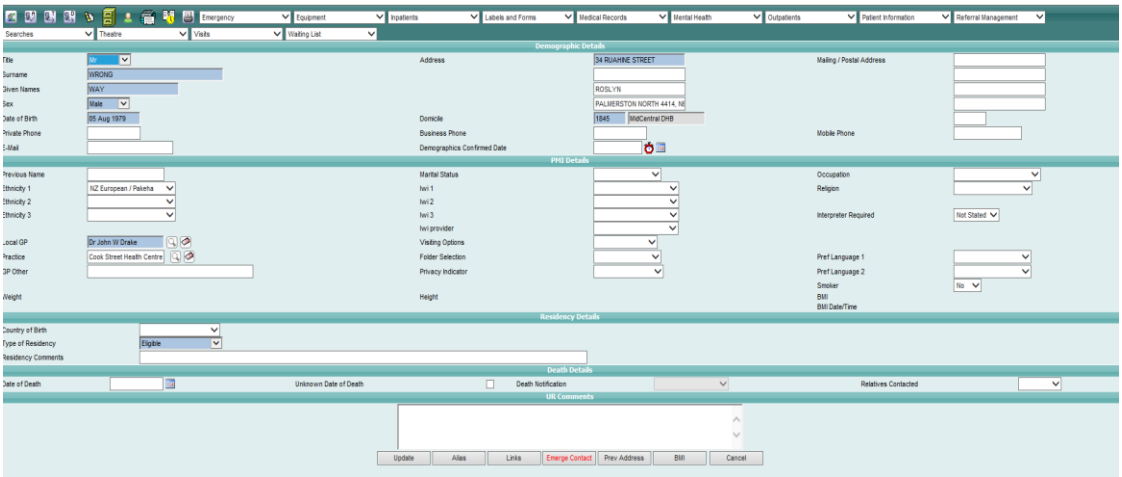
2.2.6 Maintain NHI Details that differ to Local Details

Whenever a patient record is accessed, a check is done between the local database and the NHI database. If any fields held on the NHI differ to those held locally the following warning displays.



Use these steps to compare and update NHI details that differ to local Details:

Step	Action
1	Click **OK** to the warning message shown above. **Result:** The **NHI/MWS patient basic details** screen displays. 
2	Click **Show difference** **Result:** The details of the NHI and local database display side by side. 
3	Compare the details and decide whether to **Use national** or **Use local** details, depending on which details are more accurate. **Note:** The date each system was last updated is at the head of each system column.
4	Click: • **Use national** or • **Use local** **Result:** The **NHI/MWS patient basic details** screen displays.

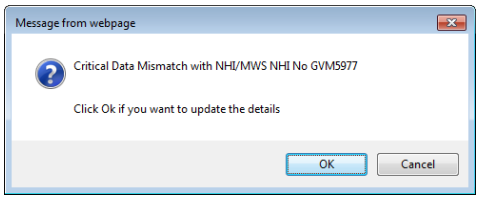
Step	Action
	
5	Click **Update** **Result:** The updated NHI details display in the patient's **Demographic details** screen.
6	
7	Click **Update** **Result:** The **Patient demographics** screen displays.

2.2.7 Maintain Critical NHI Details that differ to Local Details

Whenever a patient is accessed, a check is done between the Local database and the NHI and if any fields held on the NHI differs to those held locally the following warning displays.

Note: This message displays when a medical warning is on the patient's record but not saved to the local database. Select **OK** to bring the new national data into the local database.

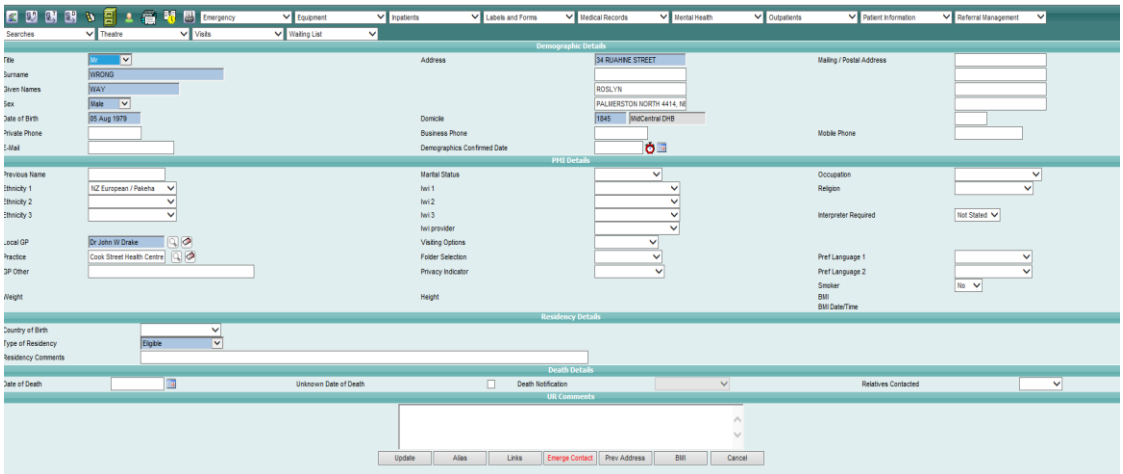
See system step: **2.2.6 Maintain NHI Details that differ to Local Details** on page 17 to compare and update critical NHI details such as **Surname** that differ to local details.

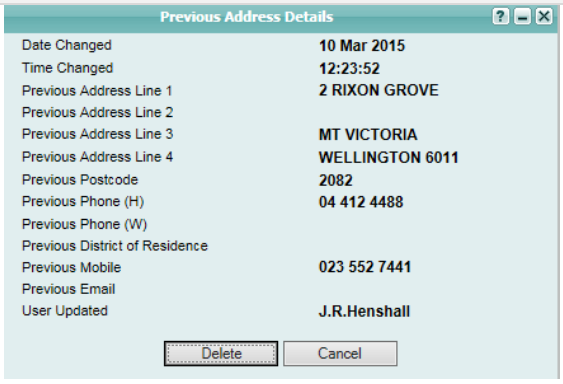
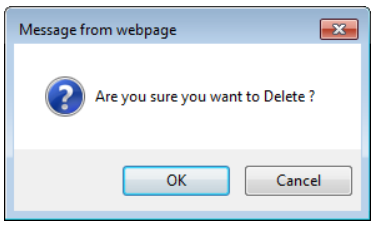


2.2.8 Maintain Previous Address Information – System Step

Use this system step to update and archive old patient address details.

Use these steps to view and/or delete previous addresses:

Step	Action
1	Select Change PMI demographics icon from the patient level menu bar **Result:** The Demographic details screen for the patient displays.  **Note:** The **Prev address** button text will display in red if a **Previous address** record exists.
2	Click **Prev address** **Result:** The patient's previous address displays in the **Previous address list** screen.
3	Click the **Maintenance** icon beside the required **Previous address** record. **Result:** The **Previous address details** screen displays.

Step	Action
	
4	Determine next action: <table><tr><th>To…</th><th>then…</th><th>else…</th></tr><tr><td>delete a previous address</td><td>go to step 5</td><td>click **Cancel** **Result:** The **Previous address list** screen displays. Click **Close** to return to the **Demographics details** screen.</td></tr></table>
5	Click **Delete** **Result:** The following confirmation message displays. 
6	Click **OK** **Result:** The **Previous address list** screen displays and the record is deleted.
7	Click **Close** to return to the **Demographic details** screen.

3 Manage Patient Alerts/Medical Warnings

Two types of patient alert are available in the PAS system:

- Local alerts which are a coded system, specific to the Local system
- Medical warnings on the NHI, which is specific to New Zealand.

Medical warnings are held at the NHI and are available to all applications that connect to the NHI/MWS system at the Ministry of Health.

Note: Remember that users will only be able to view and add alerts to which they have access via the Alert Levels within their Security Id account.

Alerts are used to flag potential risks to a patient or to staff, such as a drug reaction, medical condition or other allergy.

The patient banner displays an **Alert** icon indicating presence of one or more alerts. The **Alert** icon is also a link the **Patient Alerts** screen.

Alerts include the following features:

- Eight alert categories have been set up:
  - Drug reactions
  - Medical conditions
  - Other allergies
  - Infection prevention
  - Situational alerts
  - Transfusion issues
  - Disability alerts
  - Care planning alerts
- Most of the situational alerts are held on the local database only. Otherwise alerts are also sent to the national Medical Warning System.
- Alerts are protected by security levels, so that only authorised personnel can view or modify the information.

The PAS enables users to manage alerts by:

- Adding alerts
- Viewing alerts
- Updating alerts
- Deleting alerts.

The table below details the fields on **Patient alerts** screen in PAS and how each should be used:

Field	Type of Alert	Mandatory	Validation
Alert category	All	Yes	The coded field for the type of alert being entered, e.g. Drug reactions, Disability.
Alert	All	Yes	The coded field for the type of alert being entered, e.g. drug reactions, other allergies.
Date activated	All	Yes	The date that the alert becomes active.

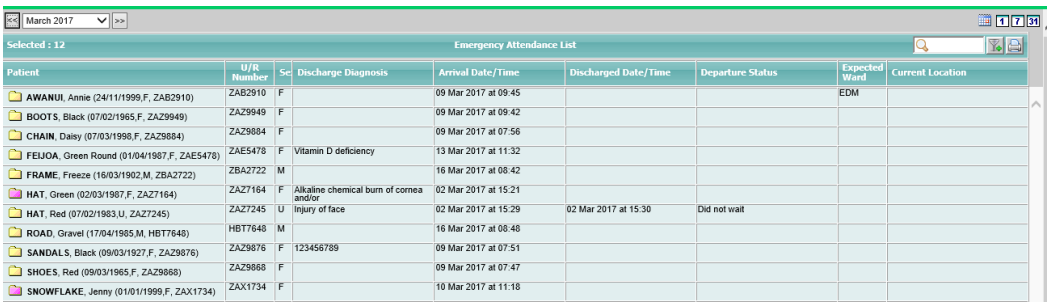
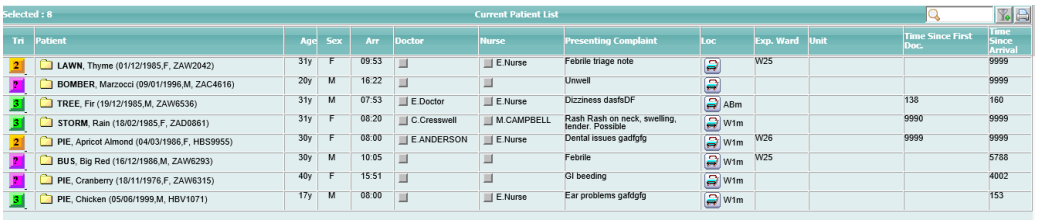
Field	Type of Alert	Mandatory	Validation
End date	All	No	The date that the alert ends. If there is a date in this field then the alert is no longer active at this date, therefore the system will deactivate the alert icon from the patient banner and labels.
Status	All	No	Select from the drop-down list: allergy, anaphylaxis, intolerance.
Responsible HCP	All	No	Active HCP search. The person who is responsible for the alert being added to record.
Initiating hospital	All	No	Populated by the user log in.
DHB responsible for reviewing alert	All	No	Select from the drop-down list. The DHB responsible for reviewing alert may not be the DHB that created it.
Make alert national	Most	No	Ticked by default. With the exception of a number of situational risk alerts, all local alerts will be saved to the MWS.
Reaction/comment/ drug name	All	No	Comments relating to the alert – mandatory for drug reaction alerts.

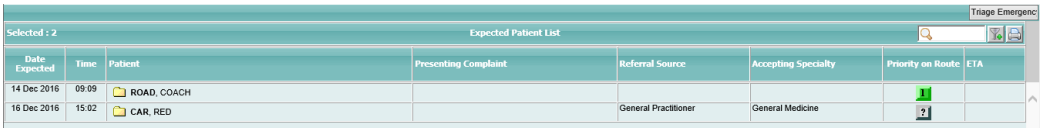
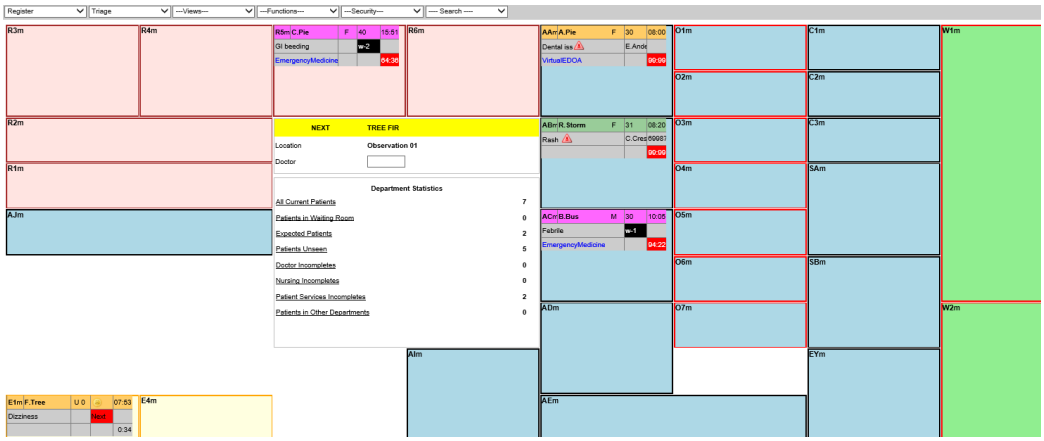
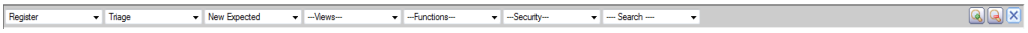
The table below details the fields on the **NHI/MWS medical warnings** section of the **Patient alerts** screen in PAS and how each should be used.

Field	Type of Alert	Mandatory	Validation
Severity	All	Yes	Warning will default and is the only option available.
Date of onset	All	Yes	Enter the date of onset of the **Medical warning**.
Warning Description	All	Yes	Auto populates from the **Alert** field – add more detail as free text.

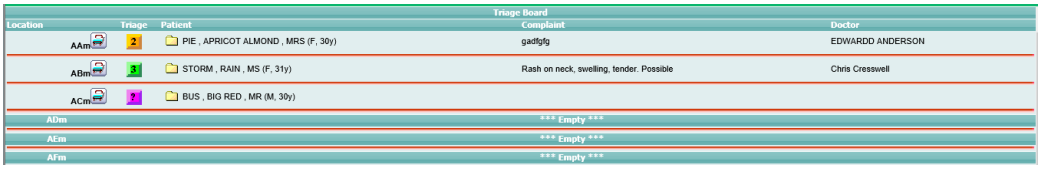
4 View Emergency Lists – System Step

Use the table below to identify and locate lists that are available when working in Emergency.

List	Description
Attendance list - diagnosis	The **Emergency attendance list** displays details of patients who have been in the department on a specific date (you can select day, week or month). The **Emergency attendance list** is useful for: • locating a patient • looking for previous cases to resolve incomplete data or follow-up • looking for previous cases for research/surveillance purposes. Details that display include: • name, date of birth, sex • NHI • discharge diagnosis • arrival date/time • discharged date/time • departure status • expected ward, this field is populated from the **Emergency patient work screen** • current location of the patient's medical record  March 2017 | Selected : 12 | Emergency Attendance List Patient | U/R Number | Se | Discharge Diagnosis | Arrival Date/Time | Discharged Date/Time | Departure Status | Expected Ward | Current Location AWANUI, Annie (24/11/1999,F, ZAB2910) | ZAB2910 | F | | 09 Mar 2017 at 09:45 | | | EDM | BOOTS, Black (07/02/1965,F, ZAZ9949) | ZAZ9949 | F | | 09 Mar 2017 at 09:42 | CHAIN, Daisy (07/03/1998,F, ZAZ9884) | ZAZ9884 | F | | 09 Mar 2017 at 07:56 | FEIJOA, Green Round (01/04/1987,F, ZAE5478) | ZAE5478 | F | Vitamin D deficiency | 13 Mar 2017 at 11:32 | FRAME, Freeze (16/03/1902,M, ZBA2722) | ZBA2722 | M | | 16 Mar 2017 at 08:42 | HAT, Green (02/03/1987,F, ZAZ7164) | ZAZ7164 | F | Alkaline chemical burn of cornea and/or | 02 Mar 2017 at 15:21 | HAT, Red (07/02/1983,U, ZAZ7245) | ZAZ7245 | U | Injury of face | 02 Mar 2017 at 15:29 | 02 Mar 2017 at 15:30 | Did not wait | ROAD, Gravel (17/04/1985,M, HBT7648) | HBT7648 | M | | 16 Mar 2017 at 08:48 | SANDALS, Black (09/03/1927,F, ZAZ9876) | ZAZ9876 | F | 123456789 | 09 Mar 2017 at 07:51 | SHOES, Red (09/03/1965,F, ZAZ9868) | ZAZ9868 | F | | 09 Mar 2017 at 07:47 | SNOWFLAKE, Jenny (01/01/1999,F, ZAX1734) | ZAX1734 | F | | 10 Mar 2017 at 11:18 |
Current patient list	The **Current patient list** provides you with a view of all patients currently in the department. Details that display include: • **triage** category. The triage category can be added if not recorded, or updated by clicking on the triage category icon • a link to the patient's clinical record for this presentation • demographic details, along with **arrival time**, **doctor**, **nurse**, **presenting complaint, location** and **time since arrival** information • other information about the presentation Use these steps to view the visit history of a patient: Select **Current patients** from the **Emergency** drop-down menu [hospital-level]. Result: The Current patient list displays.  Selected : 8 | Current Patient List Tri | Patient | Age | Sex | Arr | Doctor | Nurse | Presenting Complaint | Loc | Exp. Ward | Unit | Time Since First Doc. | Time Since Arrival 2 | LAWN, Thyme (01/12/1985,F, ZAW2042) | 31y | F | 09:53 | | E.Nurse | Febrile triage note | | W25 | | | 9999 ? | BOMBER, Marzocci (09/01/1996,M, ZAC4616) | 20y | M | 16:22 | | | Unwell | | | | | 9999 3 | TREE, Fir (19/12/1985,M, ZAW6536) | 31y | M | 07:53 | E.Doctor | E.Nurse | Dizziness dasfsDF | ABm | | | 138 | 160 3 | STORM, Rain (18/02/1985,F, ZAD0861) | 31y | F | 08:20 | C.Cresswell | M.CAMPBELL | Rash Rash on neck, swelling, tender. Possible | W1m | | | 9990 | 9999 2 | PIE, Apricot Almond (04/03/1986,F, HBS9955) | 30y | F | 08:00 | E.ANDERSON | E.Nurse | Dental issues gadfgfg | W1m | W26 | | 9999 | 9999 ? | BUS, Big Red (16/12/1986,M, ZAW6293) | 30y | M | 10:05 | | | Febrile | W1m | W25 | | | 5788 ? | PIE, Cranberry (18/11/1976,F, ZAW6315) | 40y | F | 15:51 | | | GI beeding | W1m | | | | 4002 3 | PIE, Chicken (05/06/1999,M, HBV1071) | 17y | M | 08:00 | | E.Nurse | Ear problems gafdgfg | W1m | | | | 153 **Note:** The triage category displays as ? if the patient has been registered but not

List	Description
	triaged. Click the column headings to change the sort order of the list. Click the **Patient folder** icon located next to the patient's name to display the patient's **Emergency patient work screen**.
Expected patients list	The **Expected patients list** displays summary data from the **New expected patient** screen. Details that display include: • Date and time notified of expected arrival • Name • Presenting complaint • Referral source • Accepting specialty • Priority on route • ETA 
Map view (incl ED statistics)	The **Map view** is an alternative way of interacting with Emergency. It provides a graphical representation of the Emergency Department as: • patients are displayed as icons in their current locations • summary details about patients are displayed on their icons • clicking on a patient icon shows their details • moving a patient to a location in the department involves dragging the patient's icon to that location  The **Map** menu enables you to access other Emergency functions whilst in the **Map view**.  Map menu options are outlined below: <table><tr><th>Menu option</th><th>Description</th></tr><tr><td>Register</td><td>Displays the **Emergency registration patient search** screen, enabling users to record basic Patient demographics and Emergency arrival details (ie carry out a patient registration).</td></tr></table>

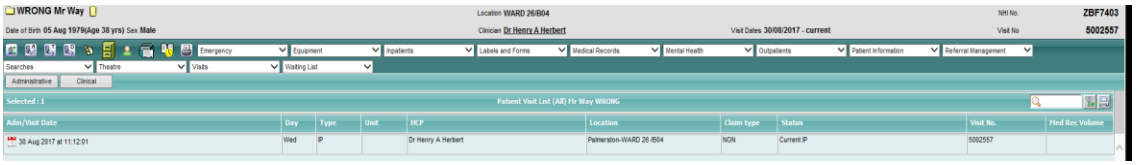
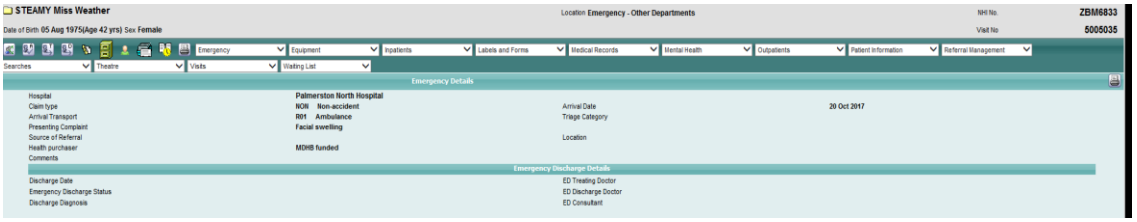
<table>
<tr><th>List</th><th>Description</th></tr>
<tr><td></td><td>
<table>
<tr><td>Triage</td><td>Displays the Emergency triage screen, enabling users to record patient triage details.</td></tr>
<tr><td>Views</td><td>Contains menu options to display the following:<ul><li>Current patients</li><li>Triage board</li><li>Visit enquiry</li><li>Attendance list</li></ul></td></tr>
<tr><td>Functions</td><td>Contains menu options which when selected displays the Single record movement screen (this is a medical records movement screen)</td></tr>
<tr><td>Search</td><td>Contains menu options which when selected display the following:<ul><li>Local search</li><li>EMR (emergency) current patients</li><li>National search</li><li>HCP search</li></ul></td></tr>
</table>
</td></tr>
<tr><td>Multiple hospital admissions</td><td>The Multiple admission patients screen displays the patients who are currently on day leave from another facility, e.g. a MH inpatient may need to attend Emergency, so they are put on leave from their inpatient admission so they can be registered in Emergency.</td></tr>
<tr><td>Registrations outstanding</td><td>The Registrations outstanding (O/S) list displays the names of patients who have been triaged but not registered. Details that display include:<ul><li>Patient name</li><li>Location</li><li>Time</li><li>Complaint</li><li>ED doctor</li></ul>

</td></tr>
<tr><td>Triage board</td><td>The Triage board provides a list of all triaged patients by their location. Details that displays include:<ul><li>Location</li><li>Triage category</li><li>Patient name, age, sex</li><li>Complaint</li><li>ED doctor</li></ul>

</td></tr>
</table>

5 View Patient Emergency Visit Details – System Step

Use this system step to view the **Patient visit list (All)** screen which displays all visits created in the PAS system (inpatient admissions, outpatient appointments, referrals, pre-admissions, emergency attendances and theatre bookings) for a particular patient.

Use these steps to view the visit history of a patient:

Step	Action
1	Complete a **Patient search** to find the correct patient. See system step: **5.1 View Current Patients** in the **Introduction to PAS Global Functions User Guide.**
2	Click the **Patient folder** icon on the **Patient search** screen. **Result:** The **Patient demographics** screen displays.
3	Select the All Visits icon from the patient level menu bar **Result:** The **Patient visit list (All)** displays. 
4	Click the **Visit** icon to select an Emergency visit from the list. **Result:** The system will navigate to the **Emergency details** screen. 

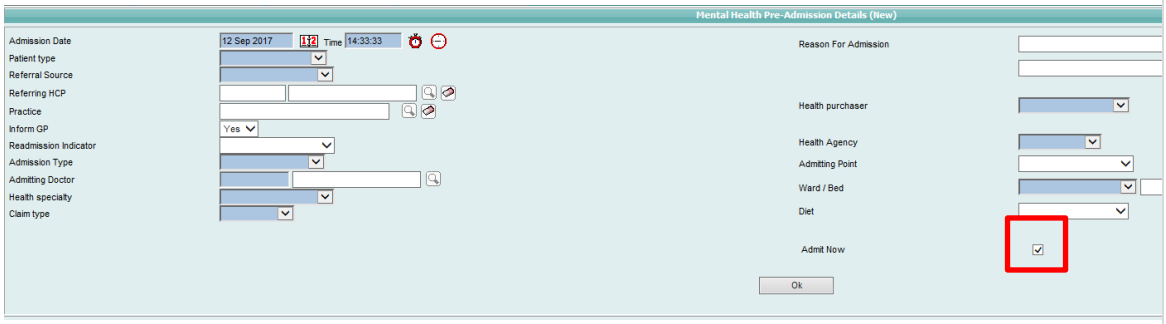
6 Bed Request

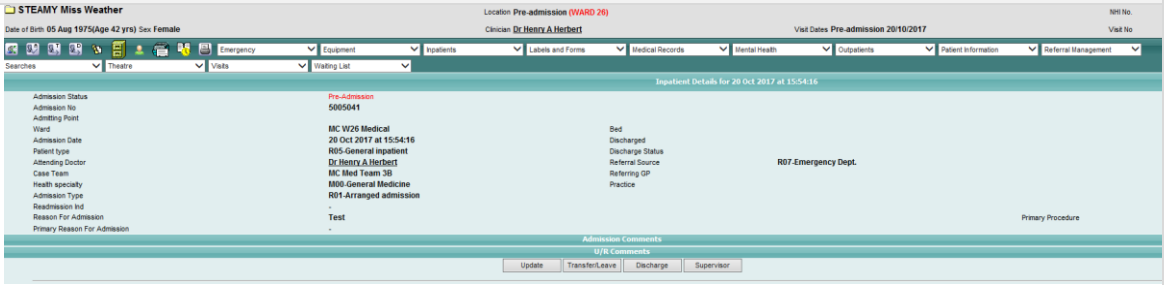
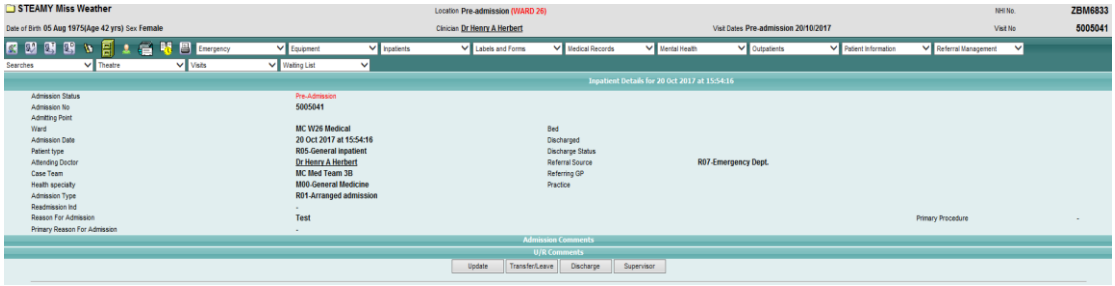
Note: The bed request functionality will not be used in WebPAS.

This functionality will be actioned in the Miya/HOC system. Please follow your current procedure.

7 Admit ED Patient

Use these steps to admit an ED patient:

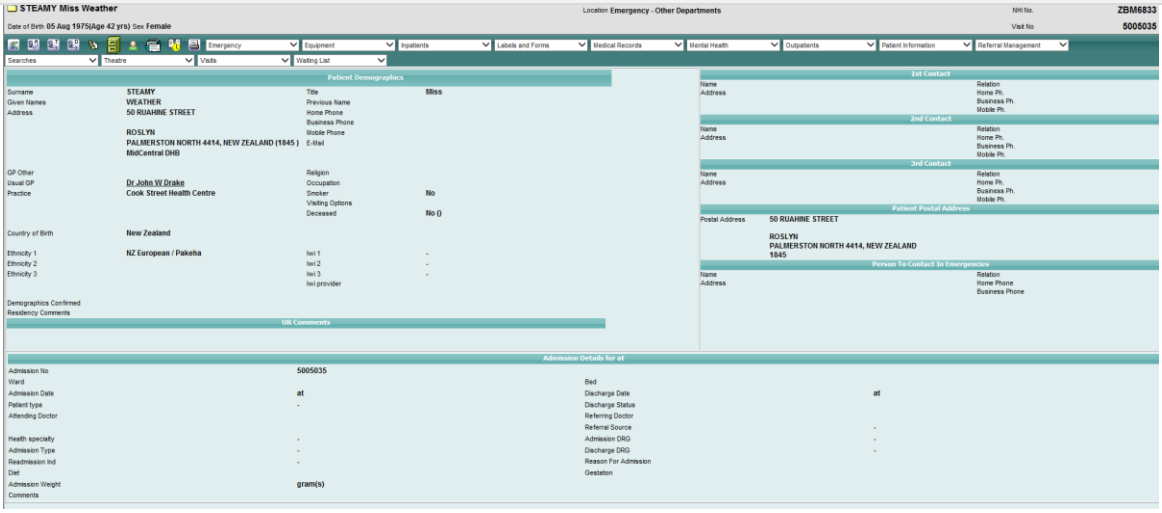
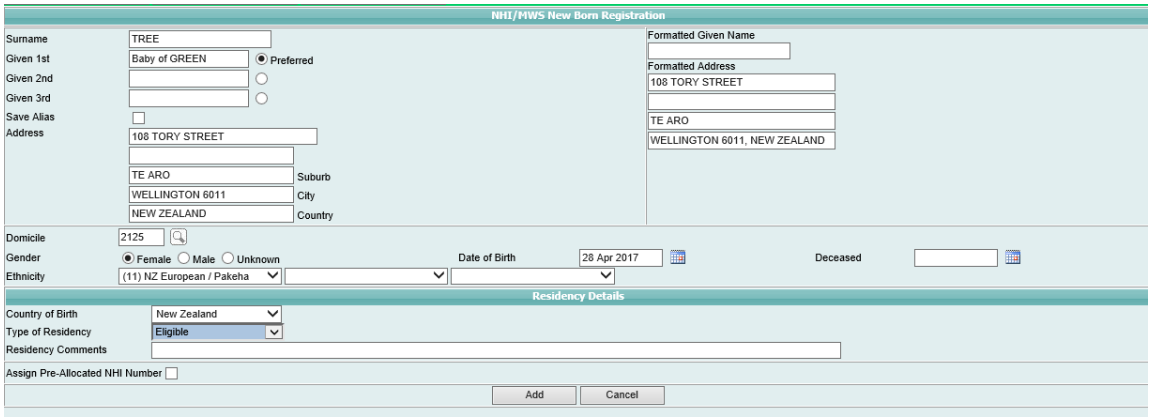
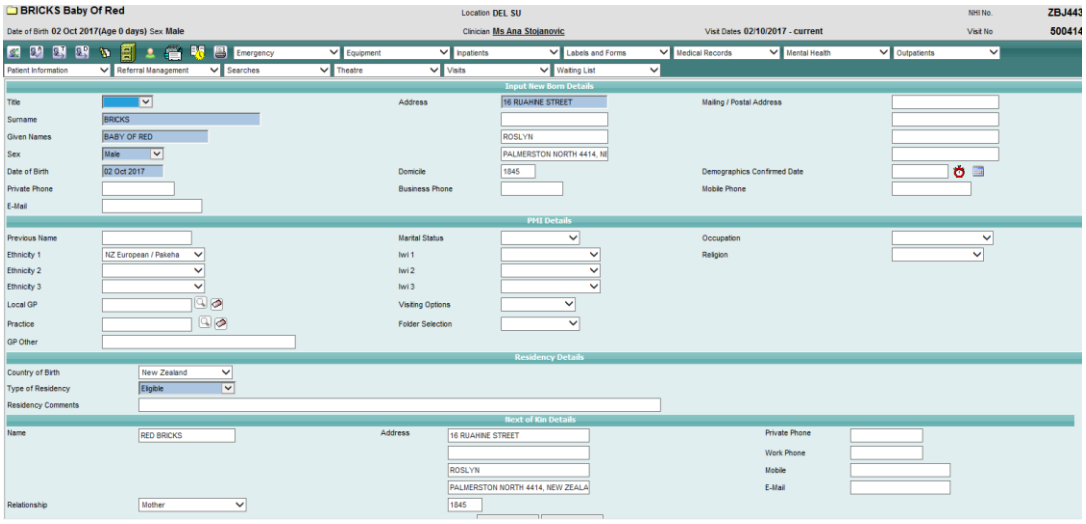
Step	Action
1	Put the patient in context by selecting their details from the **current patient list, attendance list** or **map view**. Select **Admit ED Patient** from the **Emergency** drop-down menu [patient-level]. **Result:** the **Patient admission details (from emergency visit)** screen displays. **Note:** 1) For admitting to EDOA/CDU use ED as admitting Doctor. For other wards use admitting Consultant for Speciality 2) the admission date and time default to the time the screen was opened. Other details from the emergency visit populate this screen (e.g.health purchaser, claim type). The ward/bed field populates from the bed request details on the **Emergency patient work screen**. 3) Ward 21 Mental Health Admissions: Select New MH Preadmission from the **Mental Health** drop-down menu [patient level] **Result:** the **MH Preadmission details (New)** screen displays 
2	Complete the required details. The **Admit now** button defaults to ticked for **MH Admissions.** Please leave ticked. For all other wards leave the **Admit now** field blank if a pre-admission only. If the patient is ready to leave the department and is ready to be admitted now, tick **Admit now** **Result:** The patient has a pre-admission record linked to the ED visit. The **admission status** is 'Pre-admission'.

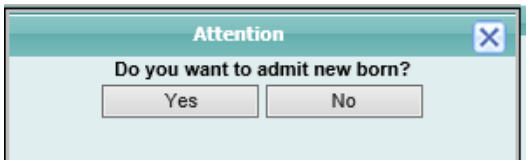
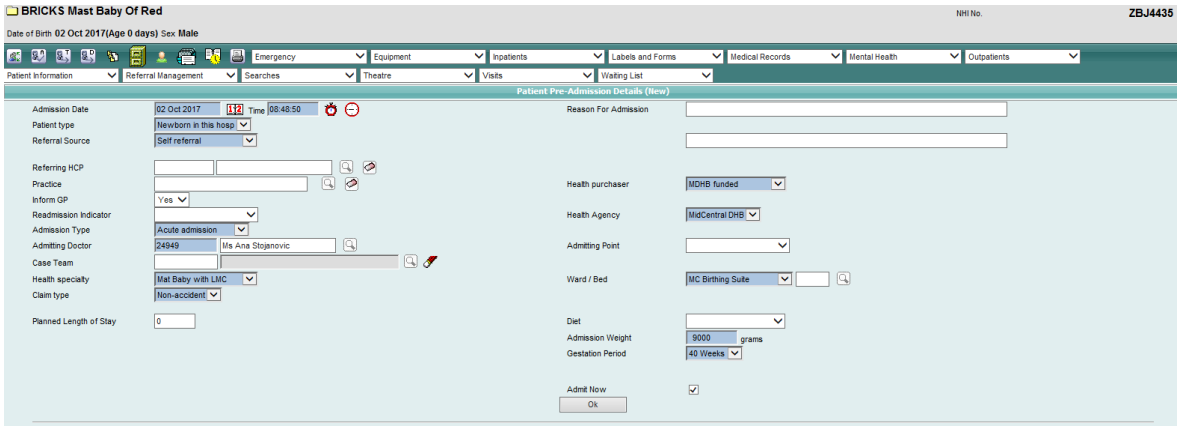
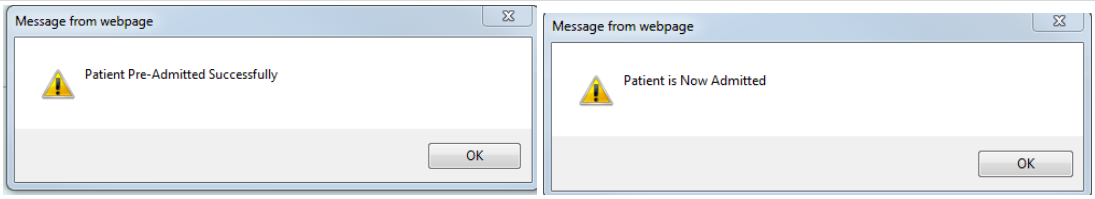
Step	Action
	
3	When the patient is ready to leave the department: (1) ED admits the patient (2) The emergency visit is discharged, see section: **10 Discharge a Patient**
4	When the patient is ready to be admitted, select the pre-admission from **All visits** from either the **Emergency** patient-level menu or the **Visits** patient-level menu. **Result:** The **Inpatient details for [date and time]** display. 
5	Select the **admit** icon to complete the patient's admission details.

8 Register and Admit a New-Born Patient

Use this system step to create an NHI and admit a New-Born patient.

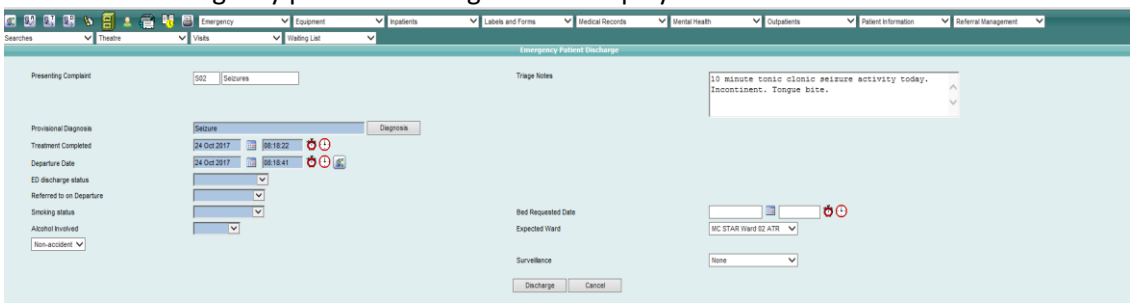
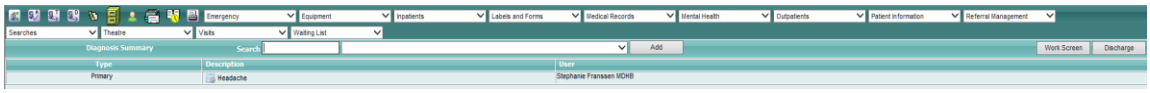
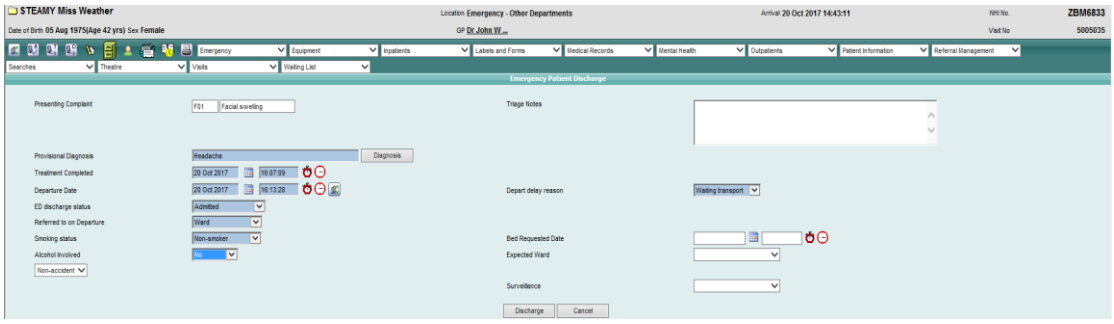
Step	Action
1	Search for the mother's details using the **Patient Search** steps. **Note:** Mother must be a current **Maternity In-Patient.**
2	Click the **Patient Details** icon on any screen. The **Patient Demographics** screen displays.

Step	Action
	
3	Select **Input New Born (NZ)** from the **Patient Information** drop-down menu [Patient-Level]. The **NHI/MWS New Born Registration** screen displays.  **Note:** The mother's details are copied over to the baby's registration • The Fathers Ethnicity is to be added if required via the Patient Demographic screen .
4	Click **Add**. The **Input New Born Details** screen displays. 

Step	Action
	Add other required demographic details. Click **Update**. A message displays asking whether the new born is to be admitted.  Select **Yes** to admit the new born. The **Patient Pre-Admission Details (New)** screen displays.
5	 Update the relevant details. NOTE: If the weight is unknown default to 9000g. This will need to be updated when known Check the **Admit Now** box. **Click Ok.**
6	 The above web messages will display.

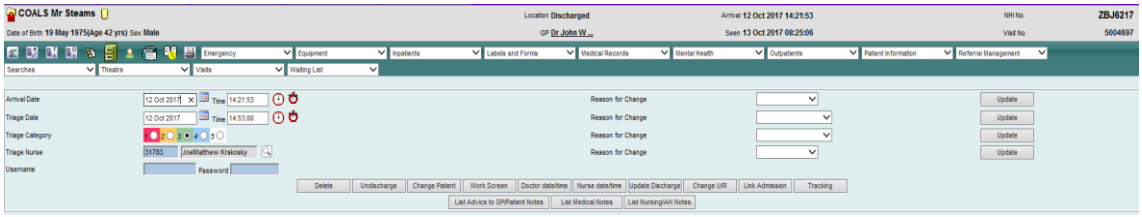
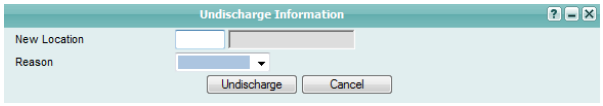
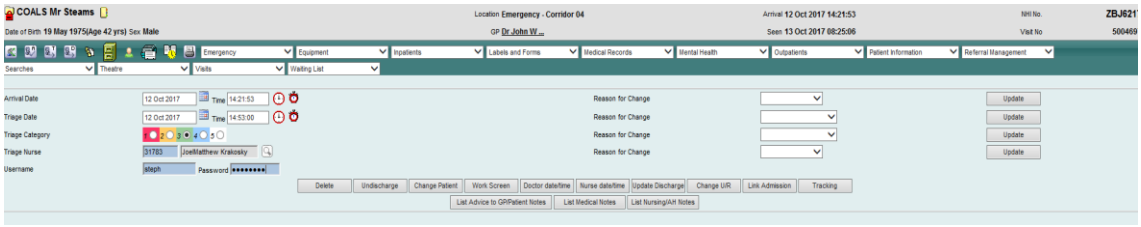
9 Discharge a Patient

Use these steps to discharge patient:

Step	Action
1	Select Discharge from **Emergency** drop-down menu [patient-level]. Result: The Emergency patient discharge screen display 
2	**Note:** The patient cannot be discharged without at least one diagnosis. If there is no diagnosis on the record, click on the **Diagnosis** button. **Result:** Diagnosis Summary screen displays  From the **Diagnosis** screen you can navigate back to the **Discharge** screen.
3	Key in your diagnosis in the Search field and results will appear in the drop – down. Click **Add**
4	Complete the fields.
5	Click **Discharge** **Note:** • Additional fields display on this screen if the patient is in Emergency for an extended period, a reason for their extended stay is required. • If there is delay in the patient leaving the department, a reason for their delayed departure is required. 
6	Note: • Once a patient has been discharged from Emergency the patient record displays as '**Read-only'** so that it cannot be altered. • The **Supervisor** function enables changes to be made to an emergency record that has been discharged as complete. If **ACC** patient, a message will appear and take you to the ACC screen then click ok

9.1.1 To Cancel a Completed Discharge – System Step

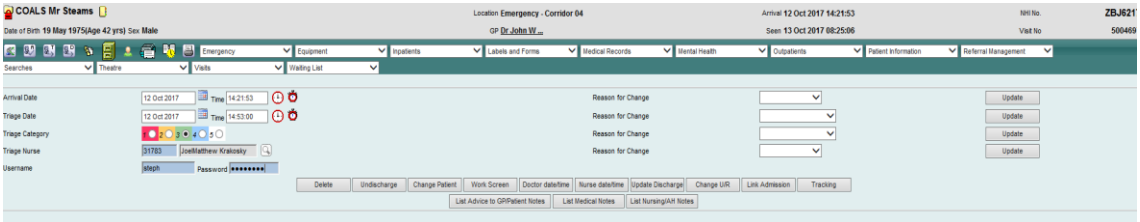
Use these steps to cancel a completed discharge:

Step	Action
1	Select **Supervisor screen** from the **Emergency** drop-down menu [patient-level]. **Result:** The **Supervisor screen** displays. 
2	Enter a valid **user ID** and **password**. **Result:** The **Undischarge information** screen displays. 
3	Allocate a cubicle or other location for the patient to return to.
4	Select a reason from the **Reason** drop-down list.
5	Click U**ndischarge** **Result:** The **Supervisor screen** displays the current location of the patient. 

10 Emergency Supervisor Screen

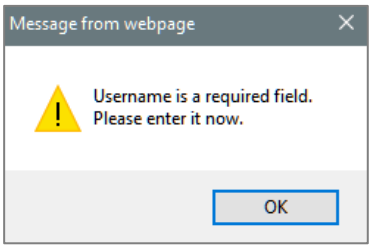
10.1.1 Access the Emergency Supervisor Screen – System Step

Use this system step to change or delete information that has been incorrectly recorded. Supervisor updates can be made either during an emergency visit or after the patient has been discharged or invoiced. The Supervisor function enables users with supervisory access only to make these changes.

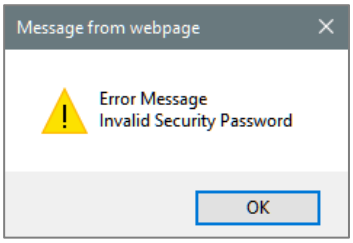


Note:

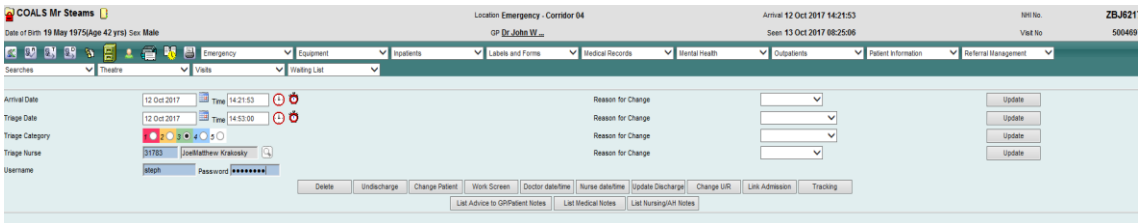
- When updating or deleting emergency data via the Supervisor screen, a valid user ID and password combination is required. If you attempt to make changes whilst the user ID and password fields are blank, the following message displays.

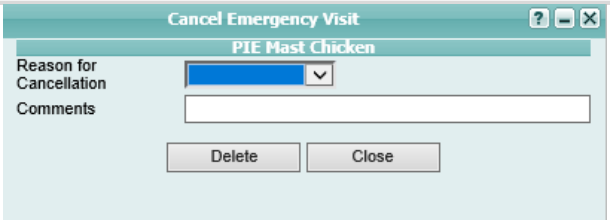
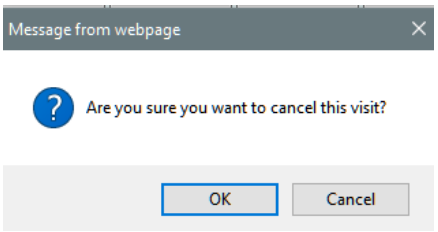
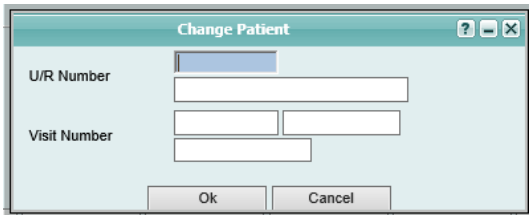
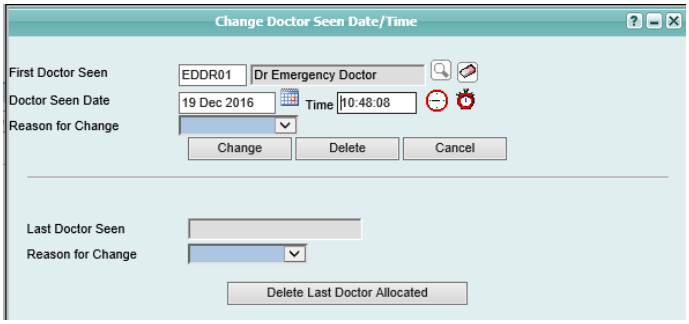


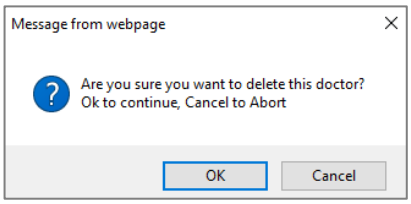
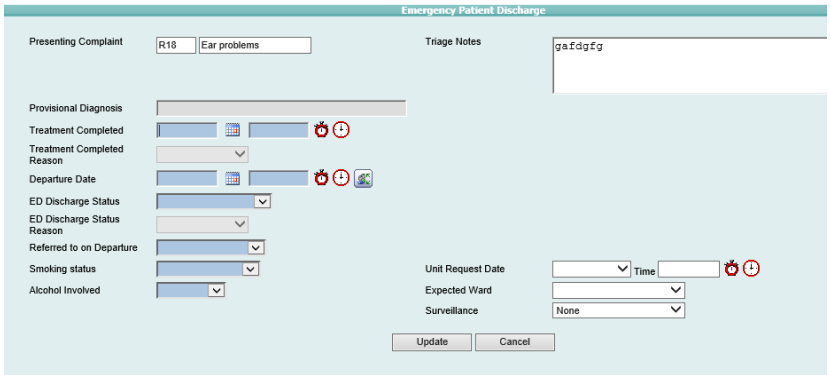
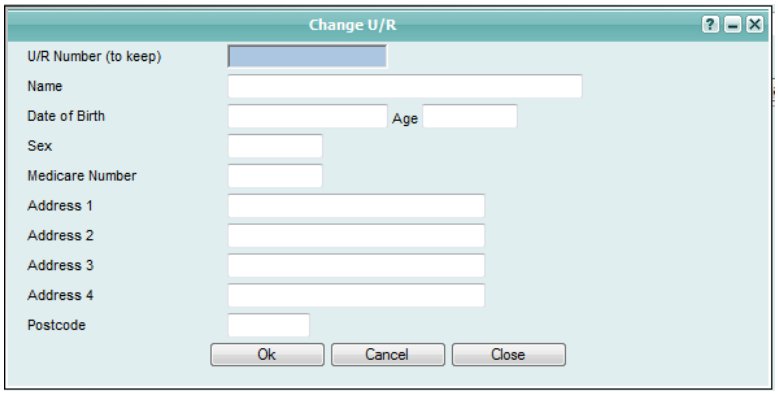
- If you fail to enter an accurate user ID and password combination, the following error message displays.

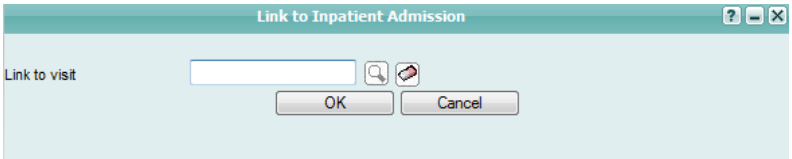


Use these steps to access and update the **Supervisor** screen:

Step	Action
1	Select **Supervisor screen** from the **Emergency** drop-down menu [patient-level]. **Result:** The **Emergency supervisor** screen displays. 
2	Enter a valid **user ID** and **password**.
3	Determine next action: **To…** — **then…** update information for an emergency visit — 1. Update the fields as required. 2. Select a value from the **Reason for change** drop-down list for each item that is updated. 3. Click **Update** **Result:** The screen updates. delete an emergency visit — 1. Click **Delete** **Result:** The **Cancel emergency visit** screen displays.

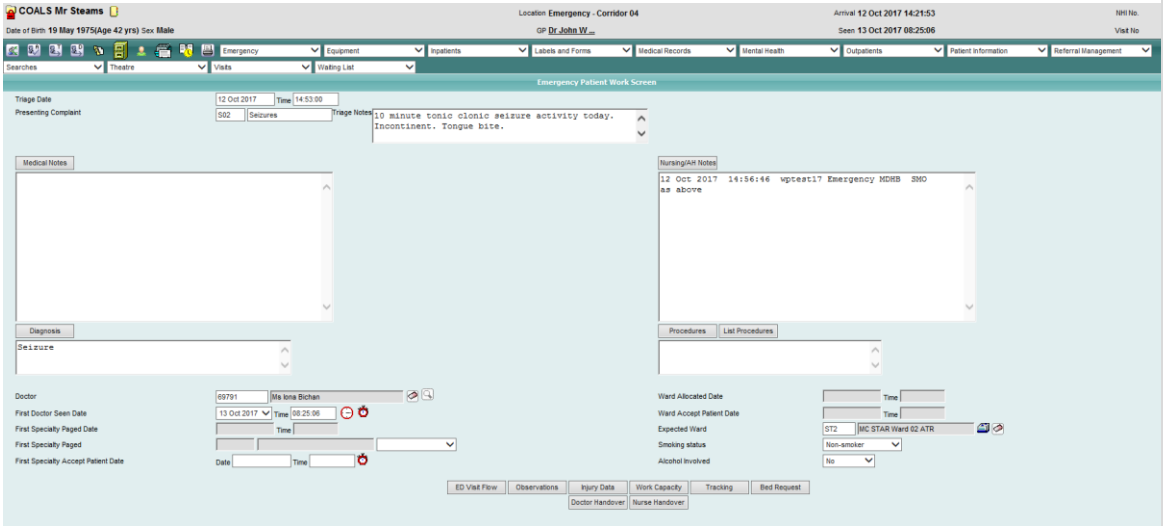
Step	Action	
		 2. Select a value from the **Reason for cancellation** drop-down list. 3. Enter free format text in the **Comments** field as required. 4. Click **Delete** **Result:** The following message displays.  5. Click **OK** to confirm the cancellation. **Result:** The **Emergency visit details** screen displays a 'Cancelled' Location status.
	change patient for an emergency visit	1. Click **Change patient** 2. **Note:** Use this function to view the record for a different patient. **Result:** The **Change patient** information screen displays.  3. Enter the correct NHI number into the **U/R number** field and check to ensure the details are correct. 4. Click **Ok** **Result:** The patient NHI for this visit is changed.
	update the doctor date/time	1. Click **Doctor date/time** **Result:** The **Change doctor seen date/time** screen displays.  2. Update the **Doctor seen date** and **time** fields. 3. Click **Change** **Result:** Your changes display in the **Emergency emergency patient work screen**
	remove the doctor that was last	1. Remove the doctor that was last allocated to the patient if required, by selecting a value from the **Reason for change** field and clicking **Delete last doctor allocated**

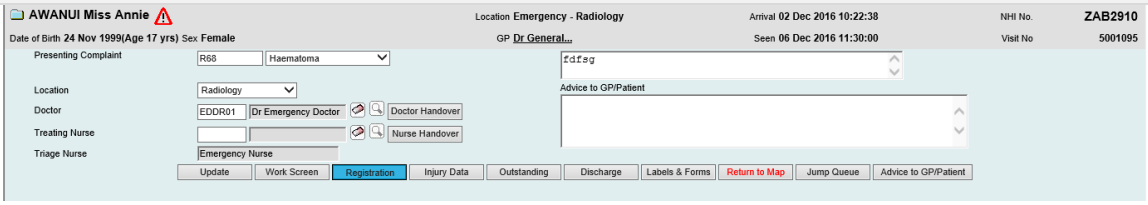
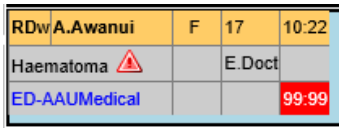
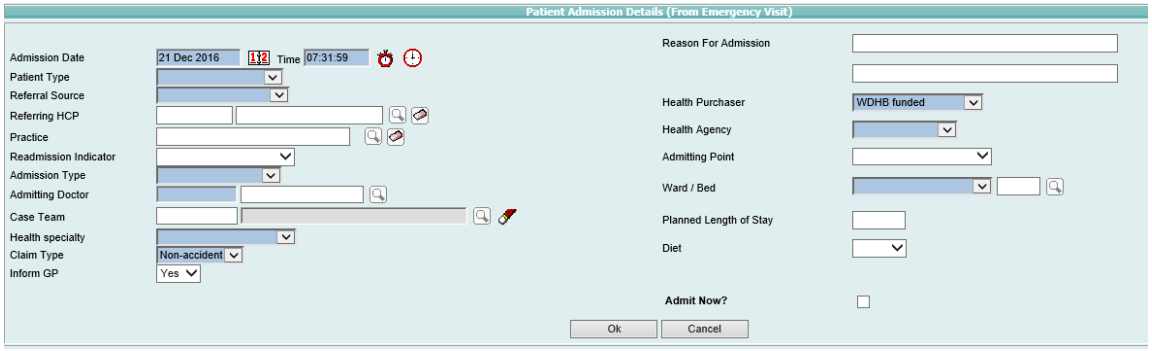
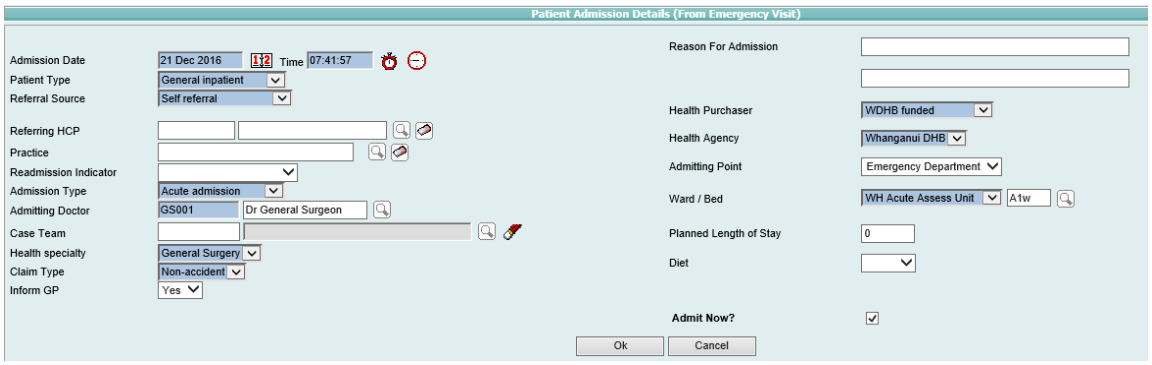
Step	Action	
	allocated to the patient	**Result:** The following message displays.  2. Click **OK** **Result:** The system will remove the last doctor allocated to the patient. **Note:** If only one doctor has been allocated to the patient, you must access the **Change doctor seen date/time** screen and click **Delete** to remove the doctor.
	update the patient discharge	1. Click **Update discharge** **Result:** The **Emergency patient discharge** screen displays.  **Note:** Once a patient has been discharged, the Emergency screens become inaccessible (read-only). The **Emergency patient discharge** screen enables users to modify the data as required. 2. Update the **Discharge** fields as required. 3. Click **Update** **Result:** Your updates are saved.
	change a patient's NHI	1. Click **Change U/R** **Result:** The **Change U/R** screen displays.  2. Enter the NHI number to be used in the **NHI number (to keep)** field. 3. Press the **Tab** key. **Result:** The **patient demographics** will populate the remaining fields (where the data has been recorded).

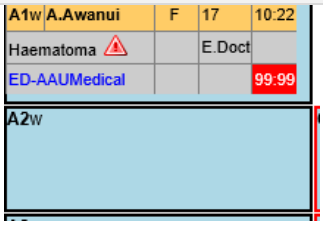
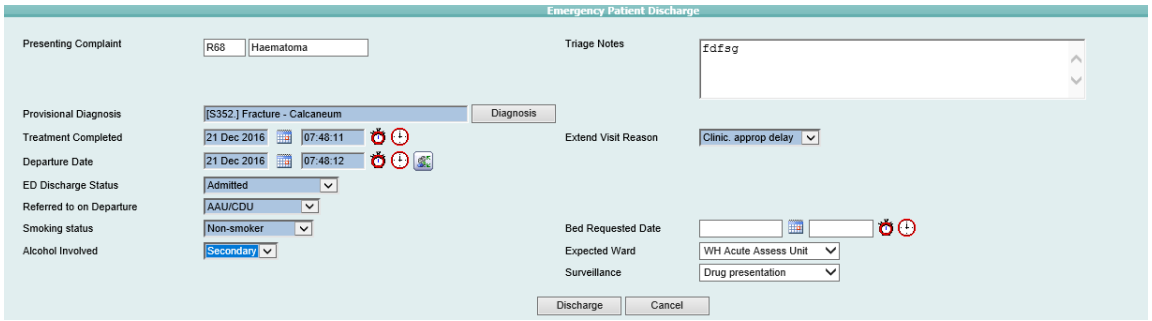
Step	Action	
		4. Click **Ok** **Result:** The visit wll be changed to the selected patient.
	link an admission	1. Click **Link admission** **Result:** The **Link to inpatient admission** screen displays.  2. Enter the Visit number, or click the **search** icon to locate the required visit. 3. Click **OK** **Result:** The admission is linked to the visit. **Note:** Only use this step if the IP admission needs to be linked to an emergency visit – and this was not done via the Admit ED patient function.

11 Emergency patient in acute assessment unit – System Step

Use these steps to admit a patient to the AAU and retain their details on the Map:

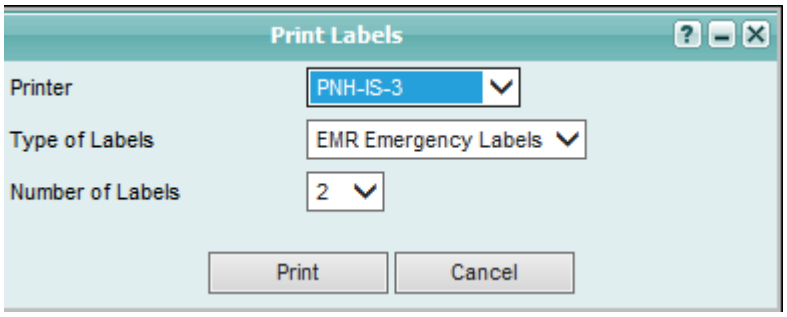
Step	Action
1	Click the **Patient folder** icon on the **Current patient list** screen or on the **Map** view. **Result:** The **Emergency patient work screen** displays.  **Note:** • A doctor must be allocated to the patient. • The **First doctor seen date/time** must be recorded.
2	Check the patient's registration details and click on the **ED visit flow** button. **Result:** The **ED visit flow** screen displays.
3	Click the **Registration** button.

Step	Action
	 **Result:** the **Demographic details/PMI details/Emergency visit details** screen displays
4	The Department/specialty should be updated to display either: • WDHB – ED-AAU Emergency, ED-AAU Medical, or ED-AAU Surgical • MDHB – Virtual EDOA • WRDHB – ED-AAU Emergency, ED-AAU Medical, or ED-AAU Surgical Update this field if required. **Note:** This detail will display in the **patient cell** on the **map**. 
5	Select the **Admit ED patient** menu option from the **Emergency** drop-down menu [patient-level]. **Result:** The **Patient admission details (from emergency visit)** screen displays. 
6	Complete the admission details on this screen. **Note:** Select the **Acute assessment/clinical decision unit** in the **ward / bed** field. 
7	Update the patient's location on the **ED visit flow** screen. **Result:** The **patient cell** has remained on the **map** view in the new AAU/CDU location.

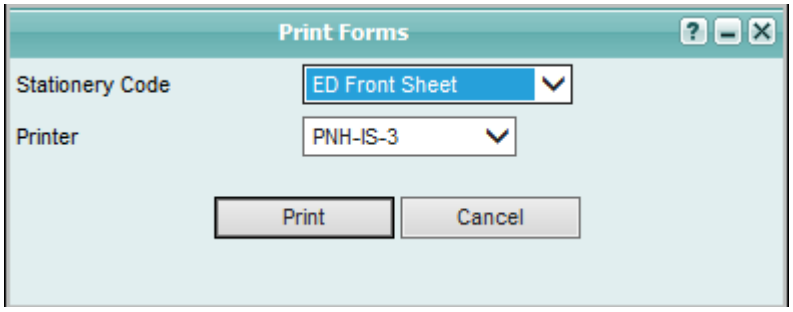
Step	Action
	
8	Discharge the patient from Emergency. **Note**: Only do this once the patient has left EDOA as this will remove them off the map view.  **Note:** Data in the following fields should be: • ED discharge status 'Admitted' • Referred to on departure 'AAU/CDU' **Result:** The patient is no longer on the **Current patient list**, but continues to display on the **map** until discharged from AAU/CDU or transferred to another ward in the hospital.
9	Select the inpatient visit from the **All visits** on the **Visits** patient-level menu when the patient is ready to leave AAU.
10	Enter the correct ward and bed details on this screen, and select **Update**
11	Select **Discharge** if the patient is leaving the hospital.
12	Enter the correct details for the discharge status and date/time.
13	Select Discharge **Result:** The **patient's cell** no longer displays on the **map** view.

12 Print Labels & Forms – System Step

Print Labels

Step	Action
1	Click the Patient folder **icon** on the Patient search screen. **Result:** The Patient demographics screen displays.
2	Select Labels ED from the labels and forms drop-down menu [patient-level]. **Result:** The Print patient labels screen displays. 
3	Select the relevant **Printer** (or use the default printer displayed).
4	Select a **Label** from the **Type of labels** drop-down list.
5	Select the number required from the **Number of labels** drop-down list.
6	Click **Print** **Result:** The labels print to the selected printer.

Print Forms

Step	Action
1	Click the Patient folder **icon** on the Patient search screen. **Result:** The Patient demographics screen displays.
2	Select Forms ED from the labels and forms drop-down menu [patient-level]. **Result:** The Print Forms screen displays. 
3	Select a value from the appropriate drop-down list.
4	Select a printer (or use the default printer displayed).
5	Click **Print** **Result:** The forms print to the selected printer.

13 Collect Injury/Accident Information

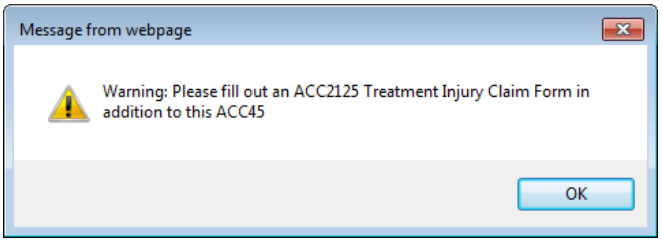
13.1.1 Record Injury/Accident Details – System Step

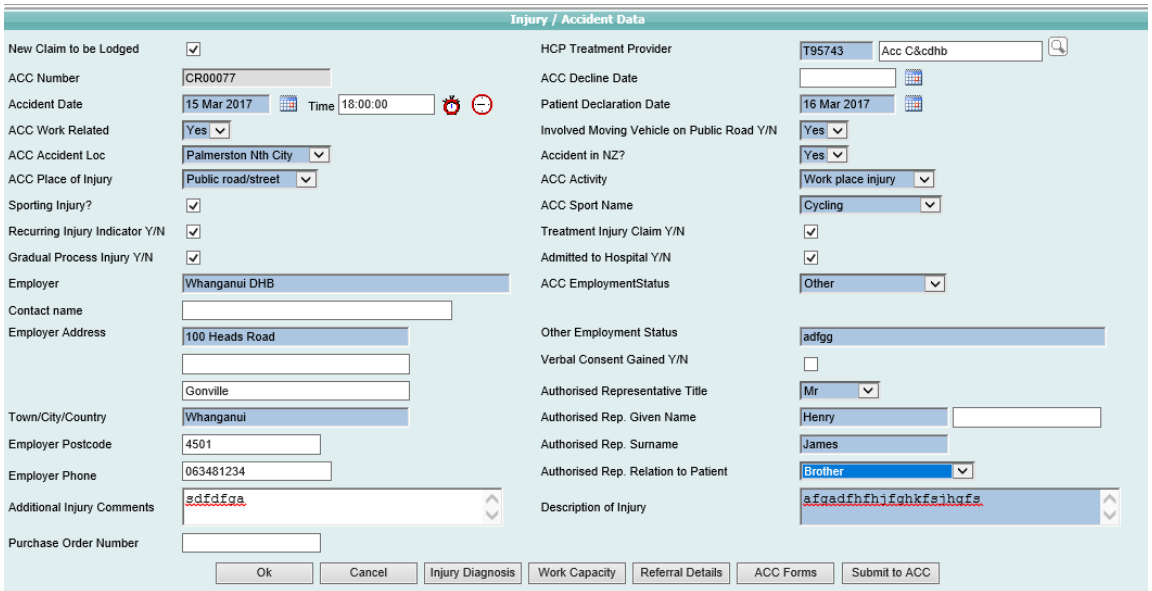
Once a **Visit** has been recorded as an Accident the **Injury / Accident Data** screen displays.

Note: the **New claim to be lodged** tick box is not ticked as a default when the screen is opened for the first time.

Use these steps to complete details on the **Injury/accident data** screen:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Complete the fields, referencing the table below.
<table>
<tr><th>Field</th><th>Description and Use</th></tr>
<tr><td>New claim to be lodged</td><td>Tick this box if a new ACC claim is being made.
New Claim to be Lodged ☑
If the data being entered is from an existing claim do not tick this field.
Note: The **'Submit to ACC'** button at the bottom right of the screen will no longer display.</td></tr>
<tr><td>HCP treatment provider</td><td>The **Treatment provider** details default on to the screen. This number is specific to the DHB.</td></tr>
<tr><td>ACC number</td><td>• If a new ACC45 is required, this is allocated by the system by pressing the Assign ACC No button.
• If the patient presents with an ACC45 that has already been completed, e.g. from a GP, this number can be entered into the field.
• If an existing ACC45 that has already been saved in the system is to be used, press the button to search for ACC45 details already saved for the patient, otherwise enter the details.</td></tr>
<tr><td>ACC decline date</td><td>Enter the ACC decline date if required – see section 4.6.</td></tr>
<tr><td>Accident date / time</td><td>Enter the date and time the accident occurred. Note date is a mandatory field.</td></tr>
<tr><td>Patient declaration date</td><td>Enter the date the patient advised about the accident.</td></tr>
<tr><td>ACC work related</td><td>Record whether the accident was work-related. If it is, the employer address fields will be mandatory.</td></tr>
<tr><td>Involved moving vehicle on public road Y/N</td><td>Record if the accident involved a moving vehicle on a public road.</td></tr>
<tr><td>ACC accidentl</td><td>Select a value from the drop-down list. This is a list of cities and districts in NZ, plus some other locations such as At sea, Overseas, etc.</td></tr>
<tr><td>Accident in NZ?</td><td>Record if the accident happened in NZ or not.</td></tr>
<tr><td>ACC place of injury</td><td>Select a value from the drop-down list. This is a list of types of place eg farm, home, public road, etc</td></tr>
</table></td></tr>
</table>

Step	Action	
	ACC activity	Select a value from the drop-down list. This is a list of types of injury, eg home accident, sporting injury
	Sporting injury?	Record if the accident was a sporting accident or not. If it is a sporting accident, the ACC sport name field becomes mandatory
	ACC sport name	Select a value from the drop-down list.
	Recurring injury indicator Y/N	Tick this if the accident is a recurring injury.
	Treatment injury claim Y/N	Tick this if a Treatment injury claim (ACC2125) is required. The following message will appear. 
	Gradual process injury Y/N	Tick this if the injury is a gradual process injury.
	Admitted to hospital Y/N	Tick if the patient is being admitted to hospital.
	Employer	Enter the employer name. This is required if the accident was work-related, or if the patient is in paid employment. This field is mandatory if the ACC employment status is: • Full-time employee • Own/part own business • Part-time employee • Self-employed.
	ACC employment status	Select a value from the drop-down list. **Note:** If the patient is in paid employment enter the Type of Work.
	Contact name	Enter the employer contact name.
	ACC type of work	Select a value from the drop-down list. This field is mandatory if one of the following fields has been selected in the employment status field: • Full-time employee • Own/part own business • Part-time employee • Self-employed.
	Employer address and Town/City/Country	Enter the employer address details.
	Other employment status	Select a value from the drop-down list. This field is mandatory if ACC employment status of 'Other' and 'Volunteer' have been selected.
	Verbal consent gained	Tick this box if the patient has given verbal consent for the

Step	Action
	Y/N — completion of the form details. It is is not ticked, the authorised representative details fields are mandatory for completion. Authorised representative title, name and relationship — Enter the patient's authorised representative details. Employer post code — Enter the employer post code (part of the postal address). Employer phone — Enter the employer phone number. Additional injury comments — Enter any additional injury comments. Description of injury — Enter the cause of injury details. Purchase order number — Enter the ACC purchase order number if known – see section 4.6. **Result:** The **ACC** details display as follows. 
2	Click **Ok**
3	**Note:** Only click **Submit to ACC** when the form is completed. This will sit in a "holding bay" for the ACC Coordinator to pick up

13.1.2 View all ACC Enquiry – System Step

Use these steps to view **ACC enquiry details** screen:

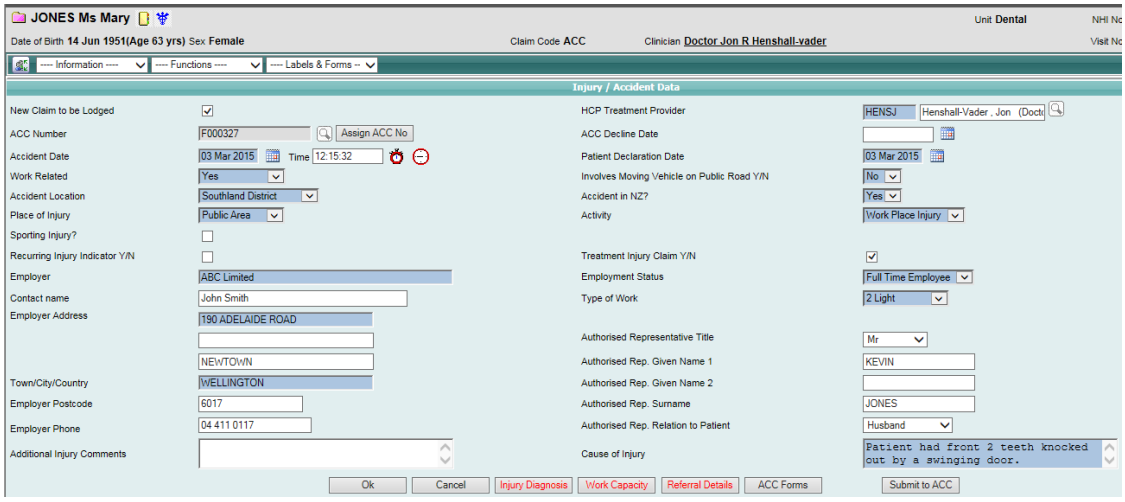
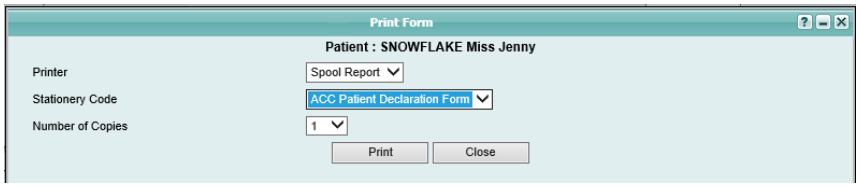
Step	Action
1	Click the **Patient folder** icon on the **Patient search** screen. Result: The Patient Demographics screen displays.
2	Navigate to the **ACC enquiry** option from the Patient Information drop-down menu [patient level]. **Result:** The **ACC summary** screen displays. **Note:** This shows all **ACC numbers** the patient has in the top half of the screen and below this all **Visits** linked to those ACC numbers.

Step	Action
	SNOWFLAKE Miss Jenny — NHI No. ZAX1734 Date of Birth 01 Jan 1999(Age 18 yrs) Sex Female — Visit No 5001109 ---- Views ---- / Patient Master Index / ---- Functions ---- / ---- Documents ---- Selected : 2 — ACC Summary ACC Number | Accident Description | Accident Date | Decline Date CR00077 | afgadfhfhjfghkfsjhgfs | 15 Mar 2017 | CR00076 | ere sadsd f | 09 Mar 2017 | Selected : 2 ACC Number | Description of Injury | Date of Accident | Visit Type | Visit Date | Visit Number | Decline Date CR00077 | afgadfhfhjfghkfsjhgfs | 15 Mar 2017 | 4RF | 01 Mar 2017 | 5001109 | CR00076 | ere sadsd f | 09 Mar 2017 | EMG | 10 Mar 2017 | 5001098 |
3	Click the icon next to the ACC number to view ACC Claim Details. **Result:** The **ACC claim details** screen displays. SNOWFLAKE Miss Jenny — NHI No. ZAX1734 Date of Birth 01 Jan 1999(Age 18 yrs) Sex Female — Visit No 5001109 ---- Views ---- / Patient Master Index / ---- Functions ---- / ---- Documents ---- ACC Claim Details ACC Number: CR00077 Accident Date: 15 Mar 2017 — ACC Decline Date: Work Related: Yes Description of Injury: afgadfhfhjfghkfsjhgfs Place Where Injury Occurred: Public road/street Activity When Injured: Work place injury Admitted to Hospital: Yes Gradual Process Injury: Yes Verbal Consent Gained: No Employer: Whanganui DHB — Contact Name: Employer Address: 100 Heads Road — Employer Phone: 063481234 Gonville Whanganui Purchase Order Number: OK
4	Click **OK** to return to the **ACC summary** screen.

14 ACC Outputs

14.1.1 Print ACC Forms – System Step

Use these steps to print an ACC form:

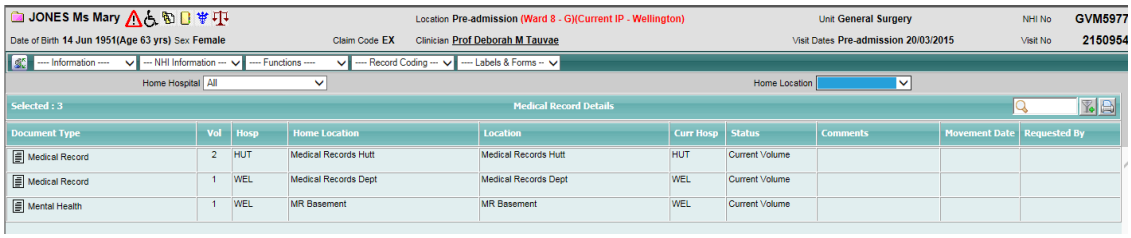
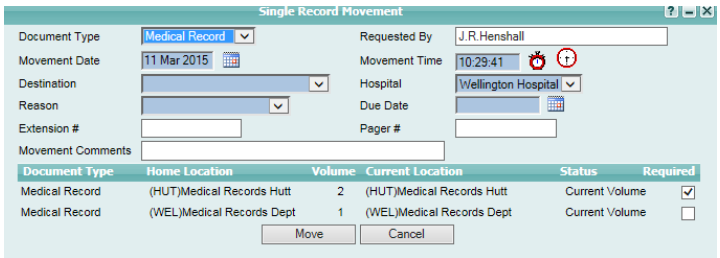
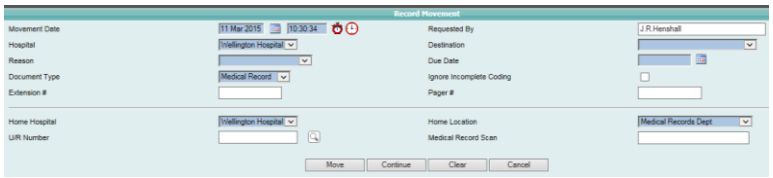
Step	Action
1	Click the **Patient folder** icon on the Current Patients screen. **Result:** The workscreen displays.
2	Click **Injury Data** **Result:** Injury/Accident Data screen appears 
3	Select **ACC forms** **Result:** The **Print form** screen displays. 
4	Enter the **Printer**, **Stationery code** and **Number of Copies** of the form to print.
5	Click **Print** **Result:** The **Form** will print to the specified **printer**.

15 Locate Medical Records

15.1.1 Locate a Medical Record Volume

Use these steps to locate a medical record volume:

Step	Action
1	Click the **Patient folder** icon on the **Patient search** screen. **Result:** The **Patient demographics** screen displays.

2	Click the **Medical record** icon in the **patient banner**.
	Result: The **Medical record details** screen displays.
	 
	Note:
	• This screen only displays the current location of medical record volumes. It does not enable you to track the historical movement of volumes.
	• You can also identify the current location of a patient's medical record volumes in:
	  • The **Single record movement** screen, see system step: **16.1.1 Move a Single Record.**
	 
	  • The **(Bulk) Record Movement** screen, see system step: **16.1.2 Move Bulk Records.**
	 

JONES Ms Mary | Location Pre-admission (Ward 8 - G)(Current IP - Wellington) | Unit General Surgery | NHI No GVM5977
Date of Birth 14 Jun 1951(Age 63 yrs) Sex Female | Claim Code EX | Clinician Prof Deborah M Tauvae | Visit Dates Pre-admission 20/03/2015 | Visit No 2150954

--- Information --- | --- NHI Information --- | --- Functions --- | --- Record Coding --- | --- Labels & Forms --

Home Hospital All | Home Location

Selected : 3 — Medical Record Details

Document Type	Vol	Hosp	Home Location	Location	Curr Hosp	Status	Comments	Movement Date	Requested By
Medical Record	2	HUT	Medical Records Hutt	Medical Records Hutt	HUT	Current Volume			
Medical Record	1	WEL	Medical Records Dept	Medical Records Dept	WEL	Current Volume			
Mental Health	1	WEL	MR Basement	MR Basement	WEL	Current Volume			

Single Record Movement

Document Type: Medical Record | Requested By: J.R.Henshall
Movement Date: 11 Mar 2015 | Movement Time: 10:29:41
Destination | Hospital: Wellington Hospital
Reason | Due Date
Extension # | Pager #
Movement Comments

Document Type	Home Location	Volume	Current Location	Status	Required
Medical Record	(HUT)Medical Records Hutt	2	(HUT)Medical Records Hutt	Current Volume	☑
Medical Record	(WEL)Medical Records Dept	1	(WEL)Medical Records Dept	Current Volume	☐

Move | Cancel

Record Movement

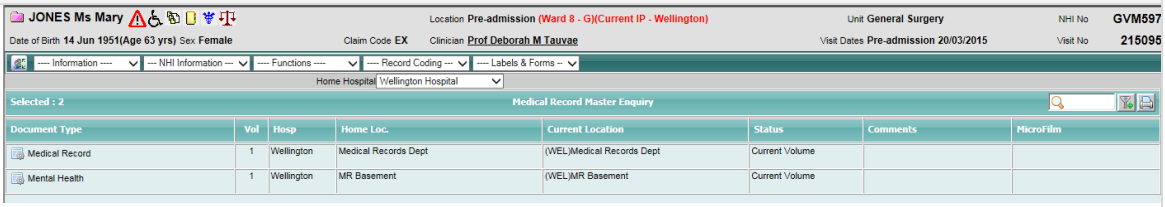
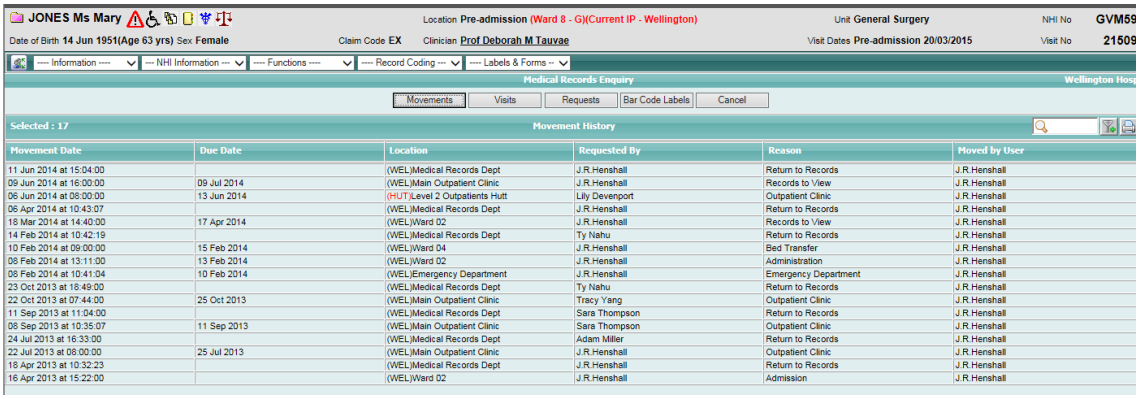
Movement Date: 11 Mar 2015 10:30:34 | Requested By: J.R.Henshall
Hospital: Wellington Hospital | Destination
Reason | Due Date
Document Type: Medical Record | Ignore Incomplete Coding
Extension # | Pager #
Home Hospital: Wellington Hospital | Home Location: Medical Records Dept
UR Number | Medical Record Scan

Move | Continue | Clear | Cancel

15.1.2 Examine the Movement History

Use these steps to locate a medical record, and examine the movement history:

Step	Action
1	Select **Medical record enquiry** from the Medical Records drop-down menu [patient level]. **Result:** The **Medical record master enquiry** screen displays the current location of each volume.

Step	Action
	
2	Click on the **Maintenance** icon beside the required medical record. **Result:** The **Medical record enquiry** screen displays movement history including: **Movement Date**, **Due Date**, **Location**, **Requested By**, **Reason** and **Moved By User**. 

JONES Ms Mary — Location Pre-admission (Ward 8 - G)(Current IP - Wellington) — Unit General Surgery — NHI No GVM597
Date of Birth 14 Jun 1951(Age 63 yrs) Sex Female — Claim Code EX — Clinician Prof Deborah M Tauvae — Visit Dates Pre-admission 20/03/2015 — Visit No 215095

Selected : 2 — Medical Record Master Enquiry

Document Type	Vol	Hosp	Home Loc.	Current Location	Status	Comments	MicroFilm
Medical Record	1	Wellington	Medical Records Dept	(WEL)Medical Records Dept	Current Volume		
Mental Health	1	Wellington	MR Basement	(WEL)MR Basement	Current Volume		

JONES Ms Mary — Location Pre-admission (Ward 8 - G)(Current IP - Wellington) — Unit General Surgery — NHI No GVM59
Date of Birth 14 Jun 1951(Age 63 yrs) Sex Female — Claim Code EX — Clinician Prof Deborah M Tauvae — Visit Dates Pre-admission 20/03/2015 — Visit No 21509

Medical Records Enquiry — Movements | Visits | Requests | Bar Code Labels | Cancel

Selected : 17 — Movement History

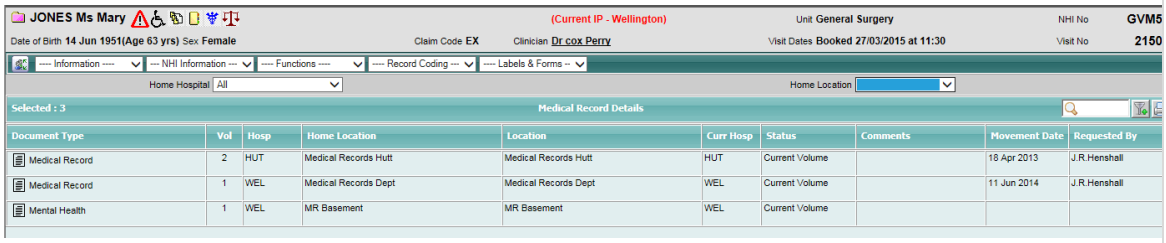
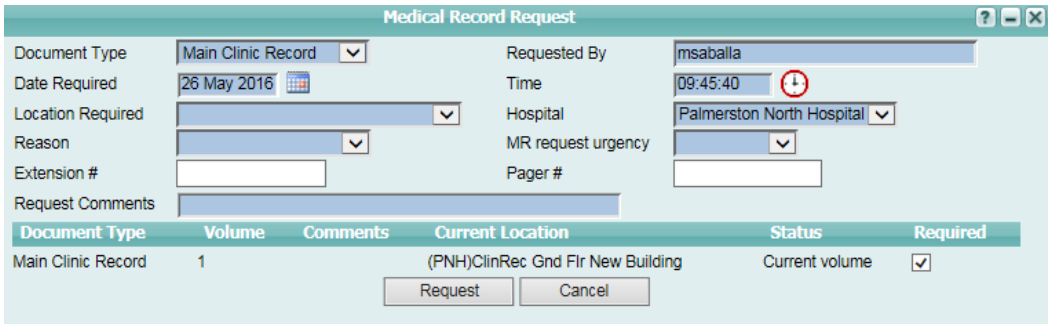
Movement Date	Due Date	Location	Requested By	Reason	Moved by User
11 Jun 2014 at 15:04:00		(WEL)Medical Records Dept	J.R.Henshall	Return to Records	J.R.Henshall
09 Jun 2014 at 16:00:00	09 Jul 2014	(WEL)Main Outpatient Clinic	J.R.Henshall	Records to View	J.R.Henshall
06 Jun 2014 at 06:00:00	13 Jun 2014	(HUT)Level 2 Outpatients Hutt	Lily Devenport	Outpatient Clinic	J.R.Henshall
06 Apr 2014 at 10:43:07		(WEL)Medical Records Dept	J.R.Henshall	Return to Records	J.R.Henshall
18 Mar 2014 at 14:40:00	17 Apr 2014	(WEL)Ward 02	J.R.Henshall	Records to View	J.R.Henshall
14 Feb 2014 at 10:42:19		(WEL)Medical Records Dept	Ty Nahu	Return to Records	J.R.Henshall
10 Feb 2014 at 09:00:00	15 Feb 2014	(WEL)Ward 04	J.R.Henshall	Bed Transfer	J.R.Henshall
08 Feb 2014 at 13:11:00	13 Feb 2014	(WEL)Ward 02	J.R.Henshall	Administration	J.R.Henshall
08 Feb 2014 at 10:41:04	10 Feb 2014	(WEL)Emergency Department	J.R.Henshall	Emergency Department	J.R.Henshall
23 Oct 2013 at 18:49:00		(WEL)Medical Records Dept	Ty Nahu	Return to Records	J.R.Henshall
22 Oct 2013 at 07:44:00	25 Oct 2013	(WEL)Main Outpatient Clinic	Tracy Yang	Outpatient Clinic	J.R.Henshall
11 Sep 2013 at 11:04:00		(WEL)Medical Records Dept	Sara Thompson	Return to Records	J.R.Henshall
08 Sep 2013 at 10:35:07	11 Sep 2013	(WEL)Main Outpatient Clinic	Sara Thompson	Outpatient Clinic	J.R.Henshall
24 Jul 2013 at 16:33:00		(WEL)Medical Records Dept	Adam Miller	Return to Records	J.R.Henshall
22 Jul 2013 at 08:00:00	25 Jul 2013	(WEL)Main Outpatient Clinic	J.R.Henshall	Outpatient Clinic	J.R.Henshall
18 Apr 2013 at 10:32:23		(WEL)Medical Records Dept	J.R.Henshall	Return to Records	J.R.Henshall
16 Apr 2013 at 15:22:00		(WEL)Ward 02	J.R.Henshall	Admission	J.R.Henshall

Note: Movement tracking is sorted from the most recent to the oldest record and indicates the following:

Column	Indicates
Movement Date	The date and time the medical record was moved.
Due Date	The date the medical record is/was due to be returned to Medical Records Department (Home location).
Location	Where the medical record is currently located/was moved to. If using a Multi Hospital configuration, medical records can be moved across Hospitals. For Movements that go to other Hospitals, the Hospital Code is displayed in red.
Requested By	The person/user who requested the medical record.
Reason	The purpose for moving the medical record.
Moved by user	The person/user who moved the medical record.

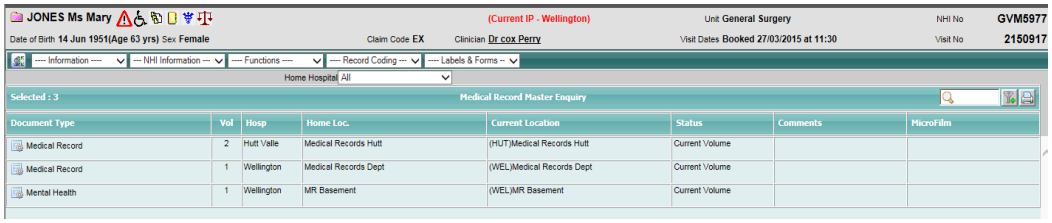
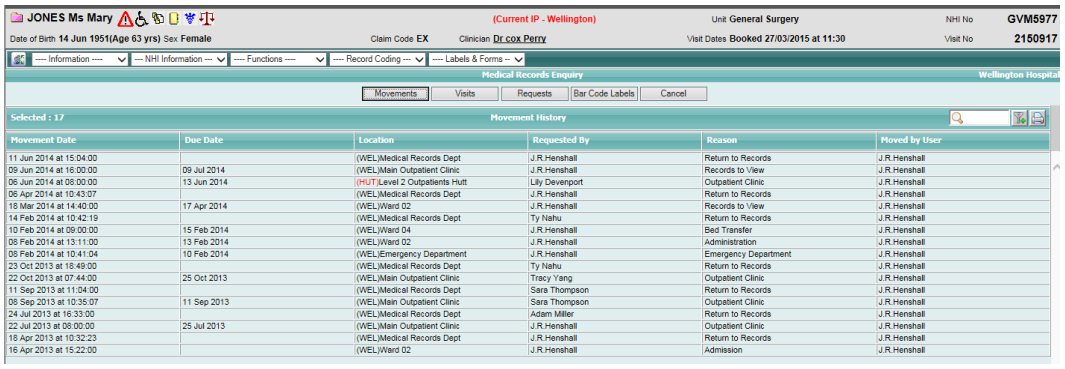
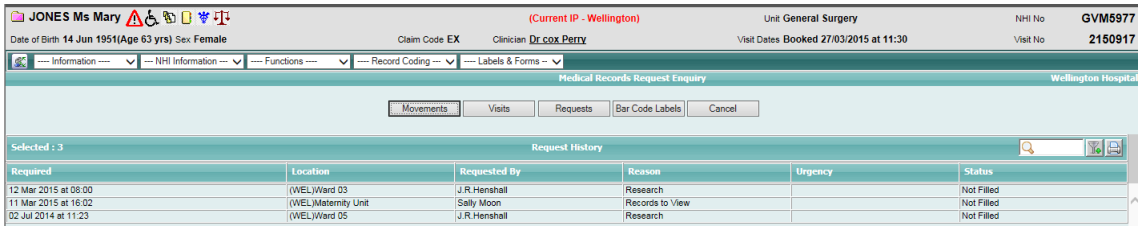
15.1.3 Request a Single Medical Record

Use these steps to request a medical record:

Step	Action
1	Click the **Patient folder** icon on the **Patient search** screen. **Result:** The **Patient demographics** screen displays.
2	Click the **Medical Records** icon in the **Patient Banner**. **Result:** The **Medical Record Details** screen displays medical records that have been created for the patient. 
3	Click the **Medical Record Request** icon beside the medical record to be requested. **Result:** The **Medical Record Request** screen displays. 
4	Complete the details for the request. **Note:** Future dates can be entered.
5	Click **Request** **Result:** A request for the record is issued and will display in the **Medical Records Request Filled List** screen.

15.1.4 View Request History by Patient

Use these steps to view a history of Medical Record requests for a patient:

Step	Action
1	Click the **Patient folder** icon on the **Patient search** screen. **Result:** The **Patient demographics** screen displays.
2	Select **Medical Records Enquiry** from the Medical Records drop-down menu [patient level]. **Result:** The **Medical Record Master Maintenance** list screen displays. 
3	Click on the **Maintenance** icon beside the volume you want to work with. **Result:** The **Medical Records Enquiry** screen displays. 
4	Click **Requests** **Result:** The **Medical Records Request Enquiry** screen displays. 

15.1.5 Request by User List

Use these steps to view the Request by User List:

Step	Action
1	Select **Request by user** from the **Medical records tracking** drop-down menu [hospital level]. **Result:** The results display in the **Medical record request by user - [logged in user name]** screen. Selected : 44 — Medical Record Request for User - J.R.Henshall Required / Patient / Location / Requested By / Reason / Urgency / Status 12 Jan 2015 at 14:29 / **BUTTER** ,Ms B (GYR4119) Female 48 / (WEL) Ward 04 / J.R.Henshall / Admission / / Not Filled 18 Dec 2014 at 08:47 / **BUTTER** ,Ms B (GYR4119) Female 48 / (WEL) Ward 04 / J.R.Henshall / Admission / / Not Filled 17 Dec 2014 at 09:40 / **BUTTER** ,Ms B (GYR4119) Female 48 / (WEL) Main Outpatient Clinic / J.R.Henshall / Archive / / Not Filled 25 Nov 2014 at 09:14 / **AATTERSON-JENNERSONS** ,Mr H (AAA4042) Male 18 / (WEL) Ward 03 / J.R.Henshall / Admission / / Not Filled 25 Nov 2014 at 09:14 / **FAL'OFASOFA** ,Sir L (GXV3055) Male 52 / (WEL) Ward 04 / J.R.Henshall / Admission / / Not Filled 29 Jul 2014 at 08:00 / **MONAGHAN** ,Mrs T (QPJ3678) Female 45 / (WEL) Social Work Department / J.R.Henshall / Records to View / / Filled 11 Jul 2014 at 08:43 / **AATTERSON-JENNERSONS** ,Mr H (AAA4042) Male 18 / (WEL) Ward 05 / J.R.Henshall / Records to View / / Not Filled 07 Jul 2014 at 14:38 / **FAL'OFASOFA** ,Sir L (GXV3055) Male 52 / (WEL) Ward 05 / J.R.Henshall / Records to View / / Canceled 02 Jul 2014 at 11:23 / **FAL'OFASOFA** ,Sir L (GXV3055) Male 52 / (WEL) Ward 05 / J.R.Henshall / Research / / Not Filled 30 Jul 2013 at 10:08 / **CAIRNS** ,Mast H (AAA7777) Male 72 / (WEL) Dental Department / / Outpatient Clinic / / Not Filled 11 Jul 2013 at 14:59 / **MOBILE** ,Mast C (HAN0838) Male 4 / (WEL) Radiology X-Ray / / Outpatient Clinic / / Canceled 11 Jul 2013 at 14:58 / **MOBILE** ,Mast C (HAN0838) Male 4 / (WEL) Ward 05 / / Admission / / Filled 11 Jul 2013 at 14:52 / **BAILEY** ,Mrs S (GZL1141) Female 36 / (WEL) Mental Health / / Records to View / / Canceled 11 Jul 2013 at 14:51 / **BAILEY** ,Mrs S (GZL1141) Female 36 / (WEL) Ward 05 / / Records to View / / Processing 11 Jul 2013 at 14:50 / **MOBILE** ,Mast C (HAN0838) Male 4 / (WEL) Main Outpatient Clinic / / Outpatient Clinic / / Filled 08 Jul 2013 at 10:08 / **CAIRNS** ,Mast H (AAA7777) Male 72 / (WEL) Main Outpatient Clinic / / Outpatient Clinic / / Filled 22 Jun 2013 at 10:07 / **CAIRNS** ,Mast H (AAA7777) Male 72 / (WEL) Radiology X-Ray / sdsd / Records to View / / Filled 04 Jun 2013 at 10:15 / **FAL'OFASOFA** ,Sir L (GXV3055) Male 52 / (WEL) Ward 04 / / Research / / Processing 16 Mar 2013 at 10:07 / **CAIRNS** ,Mast H (AAA7777) Male 72 / (WEL) Social Work Department / / Records to View / / Not Filled 14 Feb 2013 at 09:00 / **SAD** ,Miss F (GYT3857) Female 48 / (WEL) Ward 02 / / Admission / / Filled 04 Jan 2013 at 10:07 / **CAIRNS** ,Mast H (AAA7777) Male 72 / (WEL) Main Outpatient Clinic / / Outpatient Clinic / / Not Filled
2	Click the **Update** icon to view the details of the request. Delete Record Request Patient: AAA4042 - Mr Hayden Reece AATTERSON-JENNERSONSMITHE Date/Time: 11 Jul 2014 at 08:43 Reason: Records to View Destination: Ward 05 Status: Not Filled Delete Close
3	Click **Close** when you are finished viewing the details. Or Click **Delete** to delete a request if required.

16 Manage Record Movement

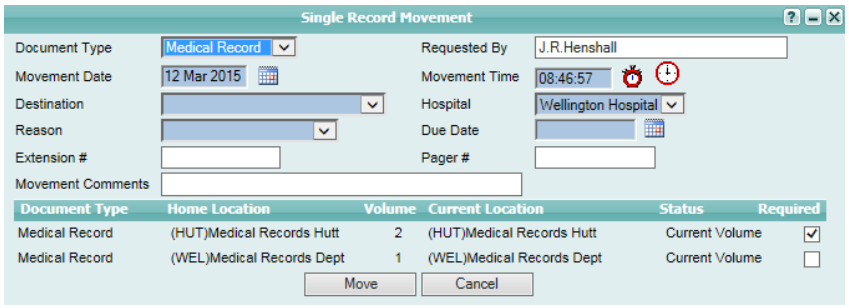
Use this system step to work with the movement of medical records from location to location in response to a request, including:

- record the movement of a single volume
- record the movement of several volumes at once (bulk movement)

16.1.1 Move a Single Record

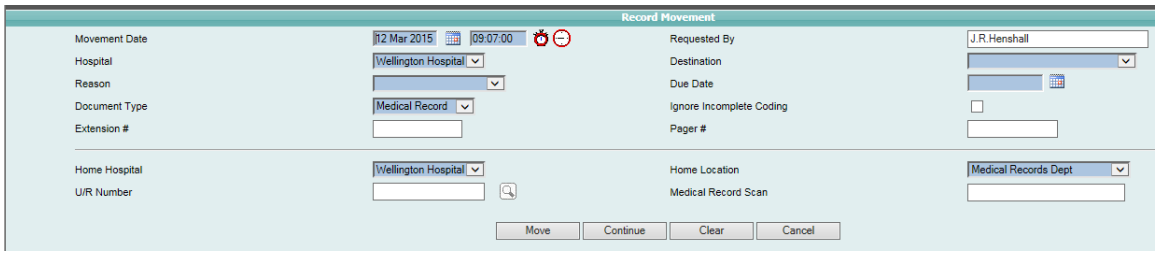
Use these steps to move a single record:

Step	Action
1	Click the **Patient folder** icon on the **Patient search** screen. **Result:** The **Patient demographics** screen displays.

Step	Action
2	Select **Single Record Movement** from the Medical Records drop-down menu [patient level]. **Result:** The **Single Record Movement** screen displays. 
3	Complete the movement details. **Note:** The **Requested By** field defaults to your user login. The **Due Date** defaults according to the reason for movement selected in the **Reason** field.
4	Click **Move** **Result:** The **Patient demographics** screen displays.

16.1.2 Move Bulk Records

Use these steps to move bulk records:

Step	Action
1	Select **Bulk Record Movements** from the **Medical Records Tracking** drop-down menu [hospital level]. **Result:** The **Record Movement** screen displays. 
2	Select the **Destination** of the record movement.
3	Select the **Reason** for the record movement.
4	Specify the **Due Date** for the record movement. This defaults according to the selected movement **Reason**.
5	Specify the NHI number of the first patient to include in the movement in one of the following ways: • type the NHI number in the **U/R Number** field then press **Enter** • scan the bar code on the patient label then press **Enter** • click on the **Search** icon to perform a Patient search and select the relevant NHI number.
6	Press **Enter** **Result:** The medical record details associated with the NHI number display in the **Record**

Step	Action
	Movement screen including the patient's name and the current location.
7	Verify that the NHI number is correct by checking the name.
8	Select the **Volume** by selecting the relevant volume number (or **All** to include all volumes) in the **Volume** column. **Note:** By default, the current volume is selected.
9	Repeat steps 10 to 13 until all records to be moved have been specified.
10	Click **Move** **Result:** The movement is recorded, and the screen is cleared, ready for the next movement. **Note:** • If you select a patient record by mistake, click the **Delete** icon beside the NHI Number in the list. • Click **Continue** to move the currently listed records and continue by re-specifying the destination and other details. • Click **Clear** to clear the screen of data if you want to abandon the current movement and restart entering details. • Click **Cancel** to abandon the current movement and exit the screen. To continue, select an option from drop-down menu [hospital level].

17 Attachment - Best Practice for NHI Address Entry (From MoH)

Definition of address

The NHI definition of address is:

'The address at which a healthcare user has been, or plans to be, living at for 3 months or more'

In other words – the NHI system is expecting a residential address to be provided which can be geo-coded to allow analysis. Postal addresses geo-code to the suburb or town provided, and therefore do not give an accurate picture of where the person lives. This is important when considering that the domicile code assigned from the NHI geo-coding process is used for determining funding in terms of inter district flows, and that residential addresses are required when delivering health services to patients in their homes

Address structure

The NHI database contains 5 lines for the address information described below.

An address can be separated or "parsed" into different elements. This is the first thing NADIS does with an address and the function is referred to as "address scrubbing". You will find guidance on these elements in this document:

- Flat/Unit/Apartment
- Street Alpha
- Street number
- Street name
- Street type
- Directionals – Pre and Post
- Suburb/Town/Locality
- City/Region
- Postcode
- Rural Delivery numbers
- Country
- Other information which can be included in a street address includes retirement home names, building names, and house names. 'Corner of' addresses are also common within New Zealand.

Flat/unit/apartment notation

Any flat/unit/apartment numbers **must** be entered before the street number, eg: Flat 3/5 Smith Street identifies Flat 3 located at 5 Smith Street.

Placing the unit number after the street number could result in a completely different domicile being assigned if the street is a long one, or the default domicile for the suburb or town if the number does not fall within the street number range for that street.

There is no requirement for describing the type of unit located at a particular address.

3/5 Smith Street is as good as Flat 3/5 Smith Street.

Spaces between the numbers and the flat/number separator will be lost when the address is returned.

Eg. 3 / 5 Smith Street will become 3/5 Smith St.

Generally speaking, flat and street numbers separated by a "/" will remain on the same line - if separated by a comma, they may be split between 2 lines.

Eg. Flat 3, 5 Smith Street may be returned as:

Flat 3

5 Smith St

Buildings - apartment blocks, rest homes and University Halls of residence

The apartment number and apartment block name should be on the first address line and the street address on the second eg:

53 Aura Apartments

110 Cook Street

Auckland Central

Auckland

Address scrubbing problems can arise if there are multiple numbers involved, eg, flat number, apartment block number and street number of the apartment block. The address:

35/23 Princes Wharf

145 Quay Street

Auckland

will produce an error message (MSM0432). If you wish to keep the numerics as they appear above, you must put the first line in single quote marks, eg '35/23 Princes Wharf'\

If you spell out the building number, the quote marks are not necessary.

eg:

35 Shed Twenty three Princes Wharf (or 35/Twenty three Princes Wharf)
143 Quay Street
Auckland Central
Auckland

For rest homes and retirement villages, do not attempt to include "internal" streets, lanes, ways, roads etc. The number of the unit, villa, apartment etc should be used with the retirement

village/rest home name on address line 1, the street address of the retirement village/rest home should be on line 2 and the suburb on line 3.

Villa 8, Woburn Masonic Village
63 Wai-iti Crescent
Hutt Central
Lower Hutt

Or

8/Woburn Masonic Village
63 Wai-iti Crescent
Hutt Central
Lower Hutt
Use single quote marks around rooms in Halls of Residence eg

CR19 The Crescent, Lincoln University

'CR 19'
The Crescent
Lincoln University
Lincoln
Canterbury
More examples can be found in **Appendix 1**

Street alpha

The street alpha is the A in 5A Smith Street, for example. There should not be a space between the street number and the street alpha.

Eg. 5A Smith Street is correct. 5 A Smith Street is incorrect. This is because there are road names within New Zealand which start with a single letter. eg J Renall Road is a road name.

It is also acceptable to have 4/5A Smith Street, which identifies the 4th flat at the street address 5A Smith Street, or 4A/5 Smith Street which identifies flat 4a at 5 Smith Street.

Street number

A street number is preferable but not mandatory if a person does not know what street number they live at. This is most common in rural areas where a dwelling has not been assigned a rapid number by the local council.

A rapid number is used by emergency services to identify how far along a road they will need to drive to reach you. For example, the address 3400 State Highway 27 indicates to emergency services that they must drive 34 kilometres along State Highway 27 to reach the dwelling. Rapid numbers should not be treated any differently from other street numbers, that is, you should **not** add the word Rapid to the address.

eg. 3400 State Highway 27 is correct

Rapid 3400 State Highway 27 is incorrect, as is Rapid No. 3400 State Highway 27.

Street name

Please try and have the correct spelling of the street name. NADIS does not do "fuzzy" or "Soundex" type matching on street names because it cannot interact with the user to confirm a possible choice. If NADIS cannot find the exact combination of street name, street type and the street number range in the streets file, the domicile code will be assigned from the suburb, or town.

Street names that are numbers should **not** be abbreviated to:

(1) ST, (2) ND (4) TH, as in **First** Avenue, **Second** Avenue, **Fourth** Street etc.

These abbreviations will result in default domicile code assignment from either the suburb or the city (if no suburb is provided).

3RD cannot be used as an abbreviation for **Third** Avenue as NADIS will return the error message "MSM0383 STREET ADDRESS HAS TWO STREET TYPES "RD" & "AVENUE" IN SUCCESSION".

Rural road names

There are two types of rural roads which join two places:

- Those with two or more names separated by spaces
- Those with two or more names separated by hyphens

These roads cause many problems such as:

- Using the wrong separator – space instead of hyphen and vice versa.
- Using an invalid separator - eg "/"
- Getting the road names in the wrong order
- Only using one of the road names

Any of these mistakes will cause a default domicile to be generated. If a rural locality is not supplied, then this will usually result in an urban domicile code instead of a rural domicile, eg Invercargill.

It is good practice to become familiar with the default domicile code for the town or city in your area. The locations file contains the default domicile code and postcode for each location/suburb/town/city in the file. This file will be updated regularly and distributed quarterly with the updated streets file. The file shows that the default domicile code for Invercargill is 3213. If a rural Southland address generates this domicile there is something wrong with the address. Things you can try are:

- Add a locality
- Use a different separator if you have two road names
- Try the road names in a different order if you have two road names
- Consult a map or lookup Google maps or Zoomin.co.nz on the internet

State highways

'State Highway' is an official road name. The only permitted abbreviations are State Hw and State Hway. These will both be returned as 'State Highway'.

Please note that there are some "highway" names that need putting in single quotes to prevent them being returned as "state highway". These are:

- Highway 22
- Highway 50
- Highway 56

Also note that 'Highway" in the Manawatu region is not a "state highway" and needs " YY" appended to make it scrub.

Local road name variations

In many parts of the country there is a local convention of calling State Highways that run through urban areas "Main Road". Another commonly observed variation is the use of "Beach Road" for a State Highway that happens to run close to the sea.

This will inevitably cause the domicile code to be generated from the town/city provided, and may not be accurate. Please try to use the official name for these stretches of road.

Some particular road names which need special treatment

Road names which must have single quote marks around the first address line:

- 'The 309 Road'
- 'No 2 Arterial Road'
- 'No 1 Line Longburn'
- 'No 2 Line Pohangina"

Street type

Road, Lane, Street, Avenue, Drive and Place are all examples of street types. See **Appendix 2** for a list of abbreviations allowed for street types.

Road names which contain a numeric followed by the street type "road", eg "No 1 **Road**" must **not** have the street type abbreviated to "**Rd**". This will cause "No 1 Rd" to be translated into "R D 1".

The " YY" street type workaround

There are many road names within New Zealand which do not have a street type, eg The Crowsnest.

NADIS has difficulty with geo-coding an address where a road name does not have a street type because it relies on an exact match of data elements, including street type. The error message MSM0427 will be generated if the street type is not found. The workaround for NADIS is to include "YY" at the end of the street name to mimic a street type. "YY" is included in the Streets file as a default street type, so the address then matches.

eg. The Crowsnest YY.

Another group of street names which are problematic are those in Akaroa which do not have street types but have the French form "Rue" before the street name. Generally speaking, these streets need " YY" to make them scrub if there are street numbers involved. However, if there are no street numbers most will work without the need to append "YY".

See **Appendix 3** for a list of streets which require the YY workaround.

Suburb/town & city/region

A suburb is required where the address is urban, for example, an address for Wellington, Christchurch, Auckland, Dunedin, Hamilton, Invercargill and other main centres. A suburb is usually, and should always, be identified with the city that it falls within, eg Mount Eden, Auckland. This is to ensure that if there are duplicate suburb, names NADIS can identify which city the address belongs in. For example, there is an Avondale in Auckland and an Avondale in Christchurch. NADIS will return an error message (MSM0304) if a duplicate place name is used without the correct area to locate it in, eg 14 Avondale Road, Avondale, Christchurch.

Where the address is rural, a town name only is required, eg Paeroa or Ruatoria. These rural areas do not have a city.

There are cases where a town or locality name may be duplicated in other parts of the country. If this is the case, then a "region" must be supplied. It is acceptable to include the district council name, eg Rodney.

The error message MSM0304 is returned where duplicate locations or suburbs are encountered without a distinguishing town or region.

The locations file

NADIS/ADC uses reference files to determine which postcodes to assign to a "location" and which domicile codes to assign if it cannot find an address in the Streets file.

If a "location" is misspelled, it is possible for a completely wrong domicile and postcode to be assigned. An example is the misspelling of "**Hatfields** Beach" near Auckland as "**Hatfield** Beach". The reference file has entries for "Hatfield" and "Hatfields Beach". NADIS matched the address to "Hatfield" in the reference file because the "s" was missed. Unfortunately, Hatfield is in the South Island and nowhere near Auckland, so an out of area domicile code was generated.

If this happens to you, the first thing to check is the spelling of the locality, place name or town. If it is incorrect, then correcting the spelling should give the correct result, provided the locality is in the reference file.

The Identity Data Management Team maintains the master localities file from which the NADIS/ADC reference files are generated and from which the locations file is produced for distribution every quarter. This means that we are able to add new suburbs or place names that are missing from the file – please advise us if you would like new suburbs or missing place names added.

Duplicate place names can also be identified by consulting the locations file. These are entries which are highlighted and you will need to use the "region" as well as the "location" for these place names.

Postcode

NADIS generates a postcode from the address supplied and will return it attached to the 4th address line. It will ignore a supplied postcode on the 3rd and 4th address lines, but will generate an error message (MSM0429) if supplied on the 2nd address line.

'Corner of' addresses

'Corner of' addresses should always be entered using the following convention:

Corner [street name and type 1] and [street name and type 2]

Eg. Corner Smith Street and Queens Road.

Do not enter "Corner of" and do not separate with an "&" instead of "and". Do not abbreviate Corner to Cnr.

It is common to enter a 'corner of' address without street types, eg 'Corner Jones and Miles Streets', however NADIS is unable to identify the fact that it is looking for Miles Street and Jones Street if Jones is entered without a street type. There could also be a Jones Road, Jones Lane, Jones Avenue within the same area that it would need to consider if the address is entered without both street types.

The error messages MSM0392 and MSM0393 are associated with 'corner of' addresses.

Rural delivery numbers

Rural delivery numbers, eg (R D 2) are used by NZ Post to allocate mail to certain rural areas. Rural Delivery numbers **must** be entered with a space between each letter and the number if your street is a "road" otherwise NADIS will not recognise them.

Rural addresses should have a street number and street name, and at least a locality. R D 2, Whanganui cannot be properly geo-coded as there is no locality to pin point the actual address. R D 2, Whanganui will attract the default postcode and domicile for Whanganui City, which will place it in an urban area.

To retain your rural address as input the R D information should be on the second line, eg:

2212 State Highway 3

R D 11

Turakina

Whanganui

If you are dealing with house or farm names in rural areas, it is safest to put them in single quote marks as they could be mistaken for a place name which may give the wrong domicile and/or post code.

Country

This is not required for New Zealand addresses, however it should be provided for overseas addresses. The NADIS dictionary has entries for most countries and will automatically assign the overseas domicile code (9999) if it can deal with the address. However, many foreign addresses contain many permutations of numerics which NADIS cannot handle and so will generate an error message. When this happens the overseas domicile code should be supplied and the error overridden.

Default code 9999

If NADIS can scrub an address but cannot assign a post code, it will generate a default code of 9999. If this occurs when you are attempting to enter a New Zealand address you will need to review the address, add more specific information and try again.

Special Cases – homeless people

The convention for entering an address for a homeless person is:

No fixed abode

Unknown Street

City

The 'Unknown Street' line is required to prevent the error that would be generated if no 'street' details are supplied. The 'City' line will cause the default domicile code for that location to be allocated.

Appendix 2 – Street Type Abbreviations

Street type	Abbreviation
Road	Rd, Rs
Street	St, Str, Strt
Place	Pl, Plc, Plce
Avenue	Ave
Crescent	Cr, Cre, Cres, Cresc, Crs
Lane	La, Ln
Highway	Hw, Hwy, Hway

Drive	Dr, Dv, Dve
Terrace	Terr, Tc, Tce
Grove	Gr, Gve
Way	Wy
Close	Cl
Court	Ct, Crt
Parade	Pd, Pde, Prd
Heights	Hts
Square	Sq, Squ
Arcade	Arc
Centre	Ctr
Chase	Ch
Circle	Cir
Circuit	Circ
Esplanade	Esp, Espl
Estate	Est
Gardens	Gdn
Glen	Gl
Promenade	Prom
Quay	Qy