

Department of Health

Adding and Updating Patient Information

Quick Reference Card

Accurate collection of demographics is vital to quality patient care. It ensures that a patient's accurate, complete and up-to-date health information is available to all clinicians providing care in NB. Accurate Demographic data supports the patient's provincial longitudinal health record. At all times the patient should be asked to present their Health Card Number and supporting identification documents to verify their identity.

Area	☑ Do's	✗ Don'ts
General	<ul style="list-style-type: none"> Ask to see their provincial health card Verify the expiry date on the card Always confirm demographic information with the patient Ask the patient to provide the information 	<ul style="list-style-type: none"> Don't read the information to the patient for validation Don't create duplicate patient records Don't overwrite an existing patient with another's information
Names	<ul style="list-style-type: none"> Enter the patient's name exactly as it appears on their official identification to ensure it accurately reflects their identity Use the patient's legal name (i.e. documented first, second and last names only) Include the space, dash (-), hyphen or apostrophe that might be part of a two-part given name as verified on supporting identification If a patient has only one legal name, record the name in the last name field and the first name field: e.g. FirstName: "Madonna", LastName: "Madonna" 	<ul style="list-style-type: none"> Don't enter initials as part of a name unless it is actually a one-character name (e.g. "J") Don't enter a title as part of a name - keep it separate if a title field is available in your EMR (e.g. Dr., Sr., Fr. etc.) Don't rely on the Medicare card as having the full legal name as the card may not have enough space for the full name
Alternate Names, Nicknames or Preferred names	<ul style="list-style-type: none"> If the patient goes by a name that is different from their legal name, record them as alternate names in the EMR. This field may be labelled "nickname" or "preferred name" in your EMR Maiden names may be recorded if your EMR supports that field 	<ul style="list-style-type: none"> Don't use an alias or nickname as part of a patient's legal name
Date of Birth	<ul style="list-style-type: none"> Confirm the date of birth when the patient presents for care If the date of birth is unknown, enter it as January 1, 1900 Follow the date format used by your EMR so that 'day' and 'month' numbers are entered in the right places 	
Address	<ul style="list-style-type: none"> Enter street address, city, province and postal code - these are mandatory parts of all Canadian mailing addresses Use Canada Post approved abbreviations for the street type and the province. (e.g. "St" not "Street", "Ave" not "Avenue" etc.) Always enter the postal code for Canadian addresses using the "A1A 1A1" format 	<ul style="list-style-type: none"> Don't use special characters such as # , ; () Don't use dots (.) in street and province abbreviations (e.g. "NB" not "N.B.") Don't input information in any address lines that is not part of the address (e.g. do not put someone's name as the first part of the address)
Phone Numbers	<ul style="list-style-type: none"> Enter in the Home Phone number field whenever possible 	<ul style="list-style-type: none"> Don't enter text indicating telephone type in the number field (e.g. "506 555 1212 (cell num.)")
Non-human Patients	<ul style="list-style-type: none"> Enter a "ZZZZ" prefix to the last name for any non-human patients that are registered (e.g. "ZZZZDOG, FIDO") 	
Gender	<ul style="list-style-type: none"> Enter the patient's gender as shown on their health card. Currently, due to implications for certain provincial systems, gender 'X' will be represented as 'U' (Unknown) by the Client Registry. 	