Ministry of Health Services

Accessing the Ministry Web Business Services

Health Authority User Guide

Eligibility, Demographics & PHN Assignment

Prepared by *health*netBC Access Services (HAS)
*health*netBC
IST, Knowledge Management & Technology

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Contents

About this Guide

Purpose & Audience

This document is intended for Health Authorities authorized to use *health*netBC Web Business Services. This user guide:

- outlines the Eligibility, Demographics and PHN Assignment business services.

- describes the processing requirements of each business service

- provides business rules, and

- describes results.

The information contained in this guide will soon be available as On Line Help.

Document Conventions

The following icons are used throughout this document:

This icon (and red font, if applicable) indicate a warning!

＊ Asterisks denote mandatory fields.

⊠ This icon and font indicate hints and/or important information to take note of.

☞ This icon indicates a user action; such as, Follow these Steps.

Quick Start:
Checking Eligibility and
PHN Assignment

Checking Eligibility

Use a person's PHN to verify their eligibility for publicly funded health care services.

- Use R15 - Check Eligibility, for a single PHN inquiry

- Use R03 – Get Person Demographics to verify the client's name, birth date and gender

- Use R41 - PHN Inquiry, for checking up to 10 PHN's at the same time

Assigning a Personal Health Number (PHN)

1. Use a person's name, birth date and gender to determine if they have a PHN.

   - Use R09 - Name Search

2. Assign a PHN to a person who is <u>not</u> recorded on the Health Registry.

   - Use R02 – Record New Person

3. Assign a PHN to a Newborn

   - Use R01 – Record Newborn

Quick Start: Maintaining Person Demographics

Verify Person Demographics

1. Use a person's PHN to retrieve their most current name, address, gender, date of birth and date of death (if applicable).

   - Use R03 – Get Person Demographics

Update Person Demographics

1. Use a person's PHN to complete or change their name, birth date, or gender

   - Use R06 – Update Person Demographics

2. Use a person's PHN to record details from supporting documentation which substantiates the change to their demographic information.

   - Use R20 – Record Document

3. Use a person's PHN to change their home or mailing address, and/or telephone number

   - Use R07 – Update Person Address

Eligibility & PHN Assignment Business Services

R15   Check Eligibility

R41   PHN Inquiry

R09   Name Search

R02   Record New Person

R01   Record Newborn

Use R15 to determine if a person is a beneficiary of the Medical Services Plan on a particular date of service.
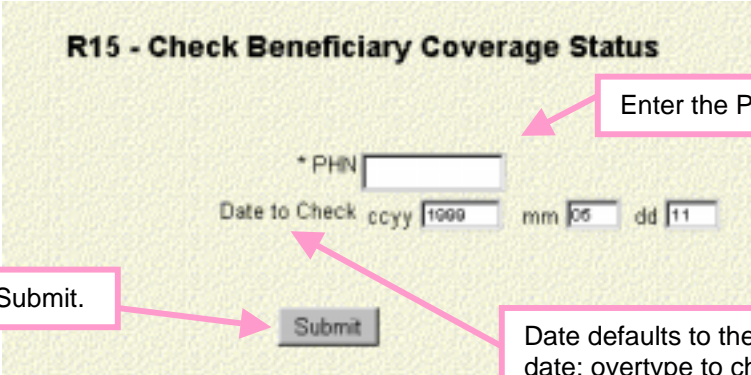
R15 *Check Eligibility*

Before You Begin

🔔 Locating a PHN for a person through the R09 – Name Search business service <u>does not</u> automatically indicate eligibility for publicly funded health care services. Use R15 or R41 to confirm eligibility.

🔔 If there is any reason to doubt the accuracy of the response, contact the *health*netBC HelpDesk to validate eligibility.

✉ Use R03 Get Person Demographics to confirm client name, birthdate, gender, and address.

Procedure

☞ Select *Check Eligibility* from the *Eligibility and PHN Assignment Menu,* or from *Next Business Service* link*.*

☞ Remember, * indicate mandatory fields.

R15 - Check Beneficiary Coverage Status

* PHN [   ]

Date to Check ccyy [1999]   mm [06]   dd [11]

Enter the PHN.

Click Submit.

Submit

Date defaults to the current date; overtype to check eligibility for another date.

Results

Beneficiary Covered

R15 - Check Eligibility

AA - APPLICATION ACCEPT

HRAI600ITRANSACTION SUCCESSFUL — Successful processing is confirmed

Beneficiary on Date Checked? Y

Periods Returned   0

Coverage End Date   Reason   Exclusion Period End Date

"Y" indicates client is a beneficiary on the date specified on the input screen

Beneficiary Not Covered

✉ **"N"** – indicates client is <u>not</u> a beneficiary on the date specified on the input screen (additional information may appear in a text message)

If you get a "N" response, you will also get the following details:

EXCLUSION PERIOD END DATE – the date an exclusion period ends, if applicable.

COVERAGE END DATE – the date the beneficiary's coverage was terminated

REASON – the reason why the person is not a beneficiary on the date checked

- Opted Out
- Excluded – RCMP
- Excluded – Armed Forces
- Deceased
- Out of Province Move

- Residency in Question
- Administrative
- Lost Contact

Use R41 to verify a person's name, birth date and gender and to confirm Eligibility for publicly funded health care services.

R41   PHN Inquiry

Before You Begin

    ☒   ALWAYS, verify person information and update when necessary!

    ☒   If the PHN cannot be confirmed as belonging to the person, use R09 – *Name Search* to search for the person's PHN by name.

    🔔   <u>ALWAYS, report suspected fraud</u>. Provide person information to the *health*netBC HelpDesk.

Procedure

Select *PHN Inquiry* from the *Eligibility and PHN Assignment* Menu, or from *Next Business Service* link.

    ☒   Although multiple (up to 10) PHN's can be entered on a single R41, each PHN Inquiry is processed individually. This means that when you submit an R41, the response will include those PHN's which processed successfully, and those that did not. The response will include error messages for PHN inquiries that were not found. Search for the correct PHN and resubmit.

Enter up to 10 PHN's. Individuals do not need to be related or exist on the same contract.

R41 - PHN Inquiry

* PHN

1 [   ] 2 [   ] 3 [   ] 4 [   ] 5 [   ]

6 [   ] 7 [   ] 8 [   ] 9 [   ] 10 [   ]

This will check Beneficiary Status as of today's date.

[Submit]   [Start Over]

Preview R41 Response Screen

Click Submit.

Results

PHN Found

⊠ PHN results are listed in the order in which they were entered.

R41 - PHN Inquiry

AA - Application Accept

HRAI402I - SUCCESSFULLY COMPLETED

Successful processing is confirmed.

| PHN | 9123456789 | SMITH ROBERT FRED JOE |
| DOB | 19640101 | Gender M Eligble? Y Student Indicator? Y |

| PHN | 9876543210 | JONES SALLY GWENN |
| DOB | 19720916 | Gender F Eligble? Y Student Indicator? N/A |

PHN information confirmed.

PHN	PHN submitted
Name	Surname, First, Second
DOB	Date of Birth year/month/day
Gender	M (male), F (female), U (unknown)
Eligible	Eligibility status of date requested: Y (yes), N (no) **Yes does not guarantee payment** for fee-for-service claims. Use the MSP Teleplan system to request a guarantee.
Student Status	Student status for child 19-24; student status does not affect eligibility

PHN Not Found

PHN Not Found indicates that the client is <u>not</u> enrolled with MSP and is not eligible for publicly funded health care services as of today's date. Advise the client to contact the Victoria office of MSP to enroll for health care services.

Use R09 to search the Health Registry database to find a person's PHN.

R09   Name Search

Before You Begin

🔔   Locating a PHN for a person through the R09 – Name Search business service <u>does not</u> automatically indicate eligibility for publicly funded health care services. Use R15 or R41 to confirm eligibility

🔔   When a client has been erroneously registered more than once contact the *health*netBC HelpDesk to have the duplicate numbers investigated and corrected.

Searching Hints

✉   When a Narrow Search (direct search using as much information as possible) is unsuccessful, use Wide Search (phonetic search) to search for a name that "sounds like" the surname. E.g.; MacDonald, Mc Donald; or O'Brien, Obrien, O Brien, O'Brian

✉   Searches using the birth year only in the birth date field will return all clients with the same surname and gender, born within +/- five years of the birth year.

Procedure

☞ Select *Name Search* from the *Eligibility and PHN Assignment Menu,* or from *Next Business Service* link.

Narrow Search (by Surname)

Enter Surname, Date of Birth (at least the year), and Gender.

Enter the person's first and second names or initials if known.

Select Search Type

Wide (Phonetic) Search

If a Narrow Search is unsuccessful, use Wide Search to search for a name that "sounds like" the Surname entered. It will find Surnames that have been misspelled, or may have a hyphen, apostrophe or space in them. These clients will not be found using the Narrow Search.

Click your browser's Back button to return to the input screen.

Select Wide search
& click Submit.

Results

If a Name Search is unsuccessful for any of the following reasons, the Health Registry will attempt to locate the correct PHN.

No First Name Match

⊠ When no match is found on a full first name, the system searches for clients with the same first initial. This narrows your search to clients that are entered on the registry with a first initial only, or clients that have a different spelling of the first name; e.g., no match on "Jim" would retrieve "James".

No First Initial Match

⊠ When no match is found using a first initial, the system automatically searches for "Baby" in the first name field. This helps to find newborn children who have been recorded as "Baby Girl" or "Baby Boy" at the time of birth.

No Birth Date Match

⊠ When no match is found on a full birth date, the system disregards the day of birth. This helps find clients that are entered with a different day of birth.

Person Found

R09 - Search for Person

AA - Application Accept

HRAI402I - SUCCESSFULLY COMPLETED

Message confirming transaction success.

Search Results

Help

Number of Matches: 10

Results are listed in order of surname and first name (not second name). i.e. not true alphabetical order.

○ MILLER DAVID MICHAEL ROBERT (CURRENT RECORD)
01 M 19600709 9891234567
    #2ND FLOOR - 2659 DOUGLAS STREET VICTORIA BC CAN

○ MILLER DAVID MICHAEL ROBERT (CURRENT RECORD)
02 M 19600709 9891234567
    #2ND FLOOR - 2659 DOUGLAS STREET VICTORIA BC CAN

○ MILLER DAVID MICHAEL ROBERT (PREVIOUS RECORD)
03 M 19600709 9891234567 BC PH
    #2ND FLOOR - 2659 DOUGLAS STREET VICTORIA BC CAN
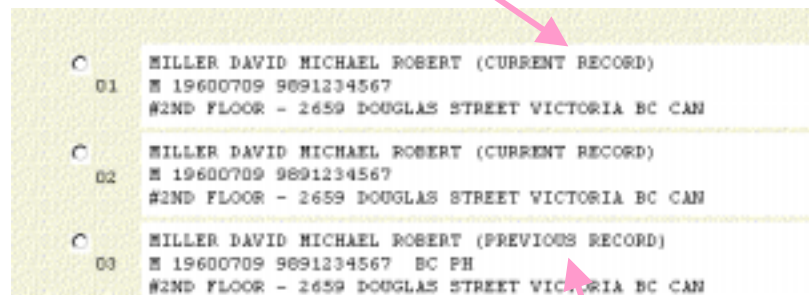
The transaction will list a maximum of 25 clients who match the input criteria

Current & Previous Records

Current Record indicates that the information
is the most current in the Health Registry.

```
○        MILLER DAVID MICHAEL ROBERT (CURRENT RECORD)
    01   M 19600709 9891234567
         #2ND FLOOR - 2659 DOUGLAS STREET VICTORIA BC CAN

○        MILLER DAVID MICHAEL ROBERT (CURRENT RECORD)
    02   M 19600709 9891234567
         #2ND FLOOR - 2659 DOUGLAS STREET VICTORIA BC CAN

○        MILLER DAVID MICHAEL ROBERT (PREVIOUS RECORD)
    03   M 19600709 9891234567   BC PH
         #2ND FLOOR - 2659 DOUGLAS STREET VICTORIA BC CAN
```

Previous Record indicates that some or all of the demographic
information for this client has been changed.

☞ Use R03 – *Get Person Demographics* to view the current record.

Person Not Found

☞ When you have completed an exhaustive name search, and are
sure that the person does not exist on the Health Registry,
proceed to R02-Record a New Person.

Copy PHN & Proceed

If you are satisfied that you have positively identified your client, use the right mouse copy function to copy the PHN before proceeding to the next business service. Paste the PHN into next business service form i.e., R 41 - PHN Inquiry or R15 – Check Eligibility or R03 – Get Person Demographics.

Use R02 to record identification and address information for a person who is not already recorded in the Health Registry.

R02   Record New Person

Before You Begin

> ☼ **ALWAYS use *R09 – Name Search* to verify that the person is not already registered! NEVER add someone who already exists on the registry.**

⊠ A PHN must be assigned to every person receiving a health care service in BC. The client does <u>not</u> need to be a resident of the Province to receive a PHN. A PHN assigned through the Record New Person business service *confers no eligibility for health services whatsoever*. To become a beneficiary, a person must be enrolled with the Medical Services Plan.

⊠ Always verify identification and documents. Examine supporting documentation presented by the individual.

⊠ If a newborn baby was <u>not recorded</u> (using R01 Record Newborn) in the Health Registry <u>at the time of birth</u> and requires a PHN prior to the parent enrolling the child with MSP, use R02 to assign the PHN. If the parent has not yet chosen a name for the child, use "Baby" as the First Name and the mother's surname as the Surname.

Procedure

⊠ The Health Registry requires accurate person names. Include hyphens and apostrophes as indicated by the person.

☞ Select *Record New Person* from *the Eligibility and PHN Assignment Menu,* or from the *Next Business Service* link

⊠ When submitting your request, always leave Duplicate Override and Address Validation Override set to "Blank".

⊠ The Health Registry will automatically check for an exact match on an existing person.

⊠ The Health Registry will automatically check the address against CPC standards.

R02 - Record New Person

* Surname	
* First Name	
Second Name	
Third Name	
* Date of Birth	ccyy ___ mm ___ dd ___
* Gender	Male ○ Female ○
* Address Type	Home ▼
* Address Line 1	
Line 2	
Line 3	
Line 4	
* City	
Province or State	British Columbia ▼
Postal Code or Zip	
* Country	Canada ▼
Duplicate Override Indicator	☐
Address Validation Override Indicator	☐

Submit

> Enter information into all mandatory * fields.

> Click to override system checks for duplicates and/or address verification.

⊠ Overrides prevent the system from automatically checking for duplicates or to avoid verifying the address to CPC standards.

Results

⊠   This service automatically checks to ensure that an exact duplicate is not present before accepting the new record. If a duplicate record exists, a message is returned asking if you still want to create a new record. You can override this check when you are convinced that the person is not already recorded.

⊠   The address is automatically validated against Canada Post Standards. If an address does not meet Canada Post standards (including being in upper case), the system suggests a *Best Guess Address.* You can choose to submit your original address or the Best Guess Address.

R02 - Record New Person

AE - APPLICATION ERROR

HRAI200KA BEST GUESS ADDRESS WAS RETURNED. NO PHN WAS
ASSIGNED.

PHN	
Address Line 1	914 YATES ST
Line 2	
Line 3	
Line 4	
City	VICTORIA
Province or State	BC
Postal Code or Zip	V8V 3M2
Country	CAN
Valid CPC Address Indicator	Y
Best Guess Indicator	Y

CPC address validation codes:
Y = Valid
N = Not Valid
U = not validated to date

Duplicate Records

⊠   If you discover that a duplicate record has been added and that a PHN has been assigned in error, contact the *health*netBC HelpDesk.

Use R01 to record a child born in British Columbia, assign the baby a PHN, and establish a relationship between the baby and its mother.

Use R01 to record a child born in a British Columbia hospital, assign the baby a PHN and establish a relationship between the baby and its mother.

R01   *Record Newborn*

Before You Begin

All babies born in a BC hospital must be assigned a PHN. Newborns, whose mothers are residents of BC, are automatically eligible for publicly funded health care services for the first three months of their lives. The parents or guardians must still enroll their child as a beneficiary with MSP, to ensure continued eligibility following the automatic three-month period.

This transaction requires the mother's PHN.

If the mother's PHN is not known, use *R09 - Name Search* to find the PHN.

If you cannot find a PHN for the mother you use *R02 – Record New Person* to assign her a PHN. (Note that assigning a PHN does not automatically make the mother eligible for publicly funded health care services).

Procedure

☞ Select *Record Newborn* from the *Eligibility and PHN Assignment Menu,* or from the *Next Business Service* link.

Date of birth defaults to the current date; overtype to correct.

Enter baby's surname; may not match the mother.

R01 - Record Newborn

* Baby Surname

* First Name — Select Baby's First Name —

* Date of Birth ccyy 1999 mm 06 dd 29

* Gender ○ Male ○ Female

* Mother's PHN

Submit

Enter the mother's PHN.

Select baby's first name from the drop down list. See details below.

If the baby's gender unknown, contact the Help Desk.

Selecting Baby's First Name

Single Births

Select the first name from drop down list:

Girl	BABY GIRL A"
Boy	BABY BOY A"

Multiple Births

Indicate birth order alphanumerically:

Twins	BABY GIRL A, BABY BOY B
Triplets	BABY BOY A, BABY GIRL B, BABY BOY C

Results

R01 - Record Newborn

AA - APPLICATION ACCEPT

HRAI402I - SUCCESSFULLY COMPLETED

Baby's PHN 9865784301

Message confirming transaction success.

PHN assigned to newborn.

Person Demographics

Business Services

R03   **Get Person Demographics**

R05   **Validate Address**

R06   **Update Person Demographics**

R07   **Update Person Address**

R20   **Record Document**

.

Use R03 to retrieve the most current name, address, gender,
date of birth, and date of death if applicable. Use R03 to record
or change a person's security keyword.

R03   Get Person Demographics

Before You Begin

Security Keyword

Some individuals have a security keyword recorded on the Health
Registry to ensure that their personal information is released only to
authorized users. In this case, you will be unable to access their
demographic data unless they provide you with the keyword. Contact the
*health*netBC HelpDesk for further assistance.

Procedure

☞   Select Get Person Demographics from the Person Demographics
Menu, or from the Next Business Service link.

R03 - Get Person Demographics

Enter client's PHN (and
keyword, if applicable).

Add or change a
keyword here (max 20
characters), and
confirm.

To delete a keyword,
enter "", and confirm.

* PHN

Security Keyword

New Security Keyword

Confirm Security Keyword

Submit

Results

☞ Use this opportunity to verify demographic data. Ensure that any changes are legitimate and use R06 – Update Person Demographics to update the person's record.

✉ Contact the Help Desk to report suspected fraudulent use of a PHN.

R03 - Get Person Demographics

AA - APPLICATION ACCEPT

HRAI400I - SUCCESSFULLY COMPLETED

PHN	9097821272
Surname	SULLIVAN
First Name	MARY
Second Name	JOANNE
Third Name	
Date of Birth	19530713
Date of Death	
Gender	F
Address Purpose	R
Address Line 1	PO BOX 62
Line 2	AGASSIZ BC
Line 3	
Line 4	
City	AGASSIZ
Province or State	BC
Postal Code or Zip	VOM1A0
Country	CAN
Valid CPC Address Indicator	U
Phone Number	601 8573512

Next Business Service

Update Person Demographics	Update Person Address	Check Beneficiary Coverage Status

Message confirming successful processing.

Displays the most current information for the person.

Use R06 to update U (unknown) to M or F.

Most current home address.

Mailing address displayed only if no home address is recorded.

Blank if no address recorded.

Area code and home phone number.

Canada Post address validation:
Y = valid
N = not valid
U = not validated to date

Use R05 to validate any Canadian address with Canada Post
Corporation compliance standards to confirm or complete a
person's address.

R05   *Validate Address*

Procedure

☞   Select Validate Address from the *Person Demographics Menu* or
from *Next Business Service* links.

✉   Key in the address information listed for the person. You must have
the first line of the address and either the city or postal code.

✉   No identifier is required for this business service. The transaction
does not inquire against or update any Ministry databases.

R05 - Validate Address

Do not include any punctuation marks when entering address

* Address Line 1 [   ]

Line 2 [   ]

Line 3 [   ]

Line 4 [   ]

City [   ]

Province [British Columbia ▼]

Postal Code [   ]
ANANAN format - no spaces

First line must be
completed

Valid City or valid Postal
Code must be entered into
one of these fields

Results

R05 automatically validates the address submitted against the Canada Post Corporation (CPC) standard and returns a "best guess" address that has been corrected or completed.

Use R06 to update (change or correct) the name, gender, or
date birth for a person recorded on the Health Registry.

R06   Update Person Demographics

Before You Begin

The Health Registry is a corporate resource. As such, the information on
the Health Registry must be the most complete and current data
available. Each user who comes into contact with persons
(patients/clients) has the opportunity to ensure the person is properly
recorded, thereby reducing the risk that another user will inadvertently
have out-of-date information or inaccurate information for that same
person. Wherever possible, record the person's legal name, date of birth
and gender.

⊠   Always use R03 – Get Person Demographics before completing R06 –
      Update Person Demographics, to ensure you have selected the correct
      person.

⊠   Always update a "U" gender to Male or Female, if known.

⊠   Use R06 - Update Person Demographics and R20 – Record Document
      to make significant changes, such as a surname change, a first or
      second name change, a year of birth change or a gender change (M to
      F; or F to M), for which supporting documentation must be recorded.

Acceptable Document Types

The following documents support person name, birth date, and gender
demographics (unless noted otherwise).

Document Type	Supports Name	Supports Birth Date	Supports Gender	Supports Death
Birth Certificate	❖	❖	❖	
Citizenship Card	❖	❖	❖	
Citizenship Certificate	❖	❖		
Employment Authorization	❖	❖		
Marriage Certificate	❖			

Ministers Permit	❖	❖		
Change of Name Certificate	❖	❖	❖	
Record of Landing	❖	❖	❖	
Student Authorization	❖	❖		
Visitor Record	❖	❖		
Death Certificate				❖

Replacement CareCard

A replacement CareCard is automatically issued when R06 is used to change significant demographic information. The following changes will generate a new CareCard:

- first initial or first name

- second initial or second name

- surname

- month of birth

- year of birth

CareCard Space Restrictions & Priority Information

CareCards allow 26 characters (including spaces) for surname, first name and second name. The system automatically prints:

- the *complete* surname first

- then first name or initial depending on space, and

- then the second initial if space allows.

⊠ A surname that is 26 characters or more will fill all three-name fields. Names longer than 26 characters will be cut off at 26.

Procedure

⊠ If you are making significant changes to a person's name, you must enter both the surname and at least the first name on R06. Use R20 – Record Document to record the supporting document.

✉   A person's gender and/or any component of their birth date may be changed separately. Use R20 – Record Document to record the supporting document for year of birth changes and gender changes (M to F; F to M).

☞   Select *Update Person Demographics* from the *Person Demographics Menu,* or from the *Next Business Service* link.

R06 - Update Person Demographics

Enter the person's PHN.   →   PHN

To change any component of a person's name, you must enter the surname & first name. Include any hyphen's, apostrophe's & spaces.

Surname

First Name

Second Name

Third Name

To change birth date or gender, enter the new information.

Date of Birth   ccyy   mm   dd

Gender   Male ○   Female ○

Submit

Results

The Health Registry will confirm successful processing.

☞   Use R03-Get Person Demographics to verify the new demographic data.

Use R07 to update or correct a person's home address, mailing address or home telephone number.

R07   *Update Person Address*

Before You Begin

Home Address/Mailing Address

All person records on the Health Registry must contain an address that is correctly identified as either Home or Mailing.

Home Address   Home address identifies where the person lives and includes a street name, house or building number, and may include an apartment or suite number.

Mailing Address   A person may receive mail at an address different from the home address, such as a postal box or general delivery.

☞ If the address is the same for both Home and Mailing, record the address once, as the Home address.

🔔 If the Mailing address is *different* from the Home address, you must submit this business service twice, recording both the Home address and the Mailing address.

🔔 Never change an existing address to "No Fixed Address".

Address Validation

R07 automatically validates the address against the Canada Post Corporation (CPC) standard and returns:
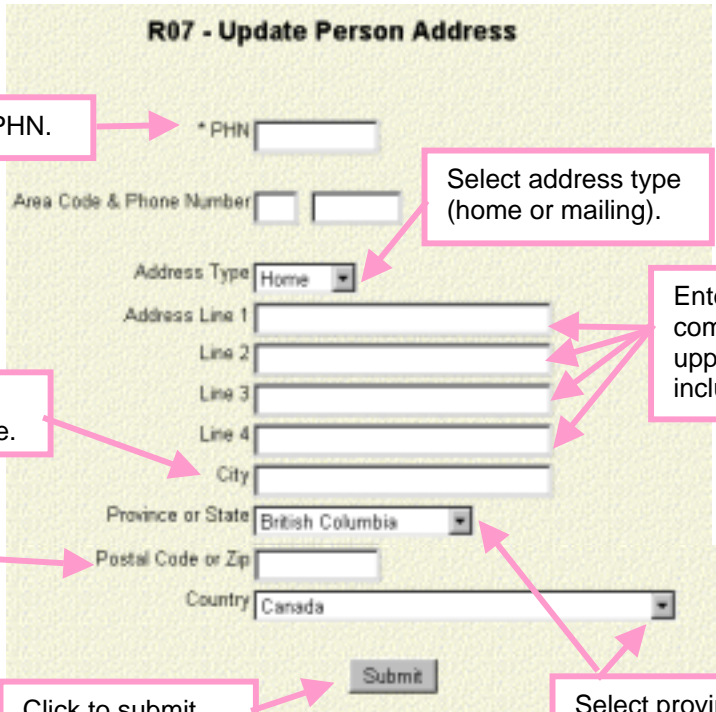
- confirmation that the address is compliant (Address Update Successful) **or,**
- a "best guess" address that has been corrected or completed.

You can accept the "best guess address" or submit the original address.

⛐ <u>Do not</u> include punctuation marks in an address (i.e., no commas, periods, apostrophes, pound signs (#) etc.)

⛐ <u>Do not</u> include a space in a Canadian postal code.

☞ The CPC standards require UPPER CASE ONLY. Addresses keyed in lower case will be changed to upper case before they are stored in the database.

Procedure

☞ Select *Update Person Address* from the *Person Demographics Menu,* or from *Next Business Service* link.

R07 - Update Person Address

Enter the person's PHN. → * PHN

Area Code & Phone Number

Select address type (home or mailing).

Address Type Home

Address Line 1

Line 2

Line 3

Enter the person's complete address in upper case (do not include punctuation).

Line 4

Enter the complete city name; do not abbreviate.

City

Province or State British Columbia

Enter Canadian postal codes as (ANANAN) with no spaces. Enter Zip codes for US addresses

Postal Code or Zip

Country Canada

Select province/state, and country.

Submit

Click to submit.

Results

The Health Registry will confirm successful processing, provide a "best guess" address, or provide an error message.

Best Guess

The following example omits the *street* designation and postal code.

R07 - Update Person Address

* PHN `9865825675`

Area Code & Phone Number `[   ]` `[        ]`

Address Type `Home ▾`

Address Line 1 `914 Yates`

Line 2 `[        ]`

Line 3 `[        ]`

Line 4 `[        ]`

City `Victoria`

Province or State `British Columbia ▾`

Postal Code or Zip `[        ]`

Country `Canada ▾`

`Submit`

The system responds with a best guess for the street designation and completes the postal code.

Validation provides a *best guess* completed address & postal code.

Select the best guess or original address, and click Submit.

Errors

An invalid address message indicates that the address you submitted did not meet CPC standards i.e., the postal code included a space, the municipality was spelled incorrectly, etc., or the address does not exist.

If you are confident that the address does exist, or, if you are unable to determine why any part of the address is invalid, call the *health*netBC Help Desk for further assistance.

Use R20 to record Ministry approved documents that support: person demographics.

R20   Record Document

Before You Begin

⊠   Client PHN is required

⊠   Date fields must be keyed in `ccyymmdd` format (i.e.20000415)

⊠   Number fields are numeric

⊠   Text fields can include all characters except the special characters:
       ^ | \ &

⊠   Do not include hyphens in a document "registration number"

Recording the Same Document for More than One Person

⊠   If more than one person is named on a document, then the document
       must be recorded once for each person.

Documents that Support Person Demographics

Use the appropriate document(s) to record details to support a person's demographic information on the Health Registry.

Document Type	Supports Name	Supports Birth Date	Supports Gender	Supports Death
Birth Certificate	❖	❖	❖	
Citizenship Card	❖	❖	❖	
Citizenship Certificate	❖	❖		
Employment Authorization	❖	❖		
Marriage Certificate	❖			
Ministers Permit	❖	❖		
Change of Name Certificate	❖	❖	❖	
Record of Landing	❖	❖	❖	
Student Authorization	❖	❖		
Visitor Record	❖	❖		
Death Certificate				❖

Document Medium

Documents can be provided in paper, electronic, or other form.
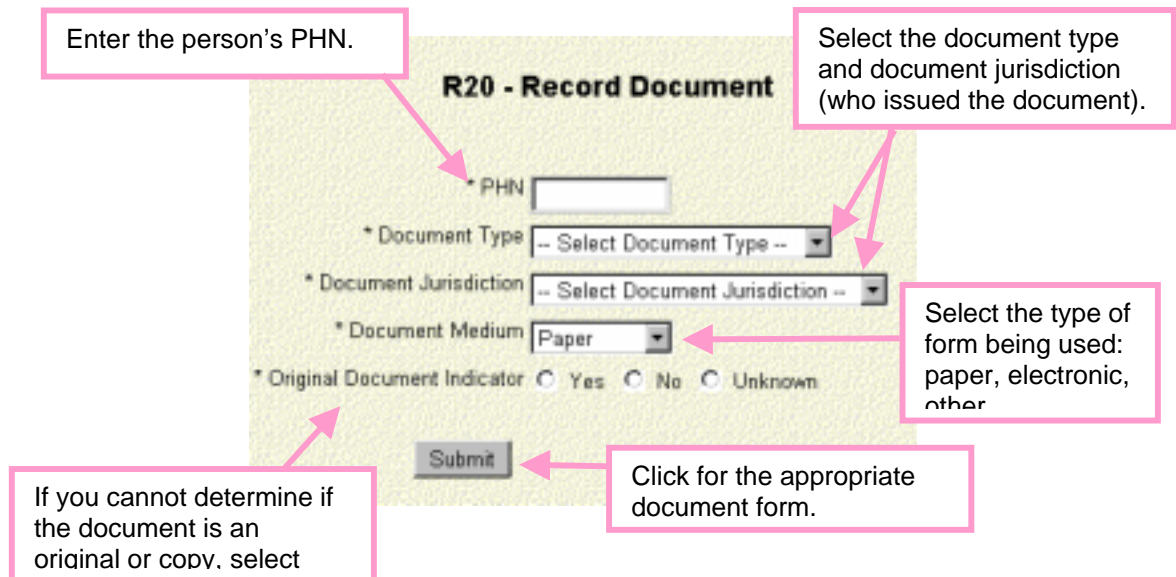
Original Documents

Documents can be original or copied. Select Unknown if you cannot distinguish between original or copied.

Procedure

☞ Select *Record Document* from the *Person Demographics Menu,* or from the *Next Business Service* link.

☞ All fields on the *Record Document* input screen are mandatory (marked *).

Enter the person's PHN.

Select the document type and document jurisdiction (who issued the document).

R20 - Record Document

* PHN [   ]

* Document Type [-- Select Document Type -- ▼]

* Document Jurisdiction [-- Select Document Jurisdiction -- ▼]

* Document Medium [Paper ▼]

* Original Document Indicator ○ Yes ○ No ○ Unknown

Select the type of form being used: paper, electronic, other.

[Submit]

If you cannot determine if the document is an original or copy, select

Click for the appropriate document form.

☞ When you submit this transaction the system will display a second input screen for the document type you selected. Complete all mandatory fields (*) displayed and submit *