



Ministry of  
Health

British Columbia  
Professional and Software Conformance Standards

Electronic Health Information Exchange

Volume 3B: Business Rules – Client Registry

Version 3.3 2021-09-30

Security Classification: Low Sensitivity

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## **Document Details**

Author:	Health Registries
Date Created:	2010-12-15
Last Updated:	2021-09-30
Version:	3.3

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## 1.0 Client Registry – Overview

The purpose of the Provincial Client Registry is to:

- Assign a Personal Health Number (PHN) for all receivers of healthcare services;
- Maintain client demographic information (e.g., name, date of birth, and address) in relation to those PHNs; and
- Collect and link identity information about clients who have received a healthcare service across the BC health sector.

The Client Registry is used to:

- Find a person’s PHN and confirm Medical Services Plan (MSP) eligibility (i.e., health insurance);
- Confirm a person ‘documented/card’ identity, which is established by the issuance of the BC Services Card;
- Find a patient’s demographic information (e.g., name, date of birth, and address) and confirm MSP eligibility by using PHN;
- Update demographic information, if the patient exists within the Provincial Client Registry;
- Generate a PHN for a new client/newborn; and
- Find related identifiers (e.g., PHN, MRN) to support clinical integration (e.g., BCMI, CareConnect, and UCI).

**Note(s):** Throughout this document terms such as client, person, or candidate are used to refer to the patient in a Health Care Point of Service (POS).

### 1.1 Registries Line of Business (RLOB) Help Desk

The Registries Line of Business (RLOB) Help Desk is the point of contact for the Health Registries:

- 250-952-9137 or [HLTH.REGISTRIESADMIN@gov.bc.ca](mailto:HLTH.REGISTRIESADMIN@gov.bc.ca)

**Note(s):** This information is not to be given to the general public. The POS should call or email the RLOB.

## 1.2 Business Transactions

### 1.2.1 Find Person

The Find Person business transactions (i.e., Find Candidates, Get Demographics) provide the required information to validate a person's identity.

These business transactions are used to find:

- a person's PHN; or
- the associated demographic information (e.g., identifiers, name, date of birth, address, MSP eligibility, or new merged PHN if applicable) by using a provided PHN.

### 1.2.2 Maintain (Create and Update) Person

The Maintain Person business transaction (i.e., Revise Person) will allow the EHR user to:

- update demographic information, if the patient exists within the Client Registry; or
- generate a PHN for a new client.

The Client Registry maintains identities that have been verified through the process of issuing of a BC Services Card. This is referred to as a documented (or card) identity.

When the BC Services Card is produced the identity data (e.g., name, gender, date of birth) recorded on the card is sent to the Client Registry where it is stored (and locked down) as part of the client record.

The documented identity can only be changed if the client presents at ICBC or HIBC and a new card is generated.

All addresses sent to the Client Registry will be validated or corrected against Canada Post Software and a flag (Y) will be set on the client record when the address is deemed valid.

## 1.3 Business Rules

Demonstration of compliance to the business rules is achieved through completion of an evaluation template and submission of your training materials to the ministry for evaluation.

### 1.3.1 Client Identification

*Table 1 Client Identification – Business Rules*

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.1	<p><b>PHN Validation</b></p> <p>The client’s Personal Health Number (PHN) must be validated to authenticate their identity in the Client Registry.</p> <p><b>Note(s):</b> The PHN is:</p> <ol style="list-style-type: none"> <li>1. A unique, numerical, lifetime identifier used to specifically identify an individual client who has had any interaction with the BC health system.</li> <li>2. Assigned to and used by only one person.</li> <li>3. Not an indication of MSP eligibility or benefit status for healthcare services in British Columbia.</li> </ol>	✓	✓	✓	✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.2	<p><b>Check for Existing Client Record</b></p> <p>The Client Registry must be checked for an existing record before adding a new client record.</p> <p>The following acceptable search combinations must be used:</p> <ul style="list-style-type: none"> <li>a. full surname, first name, and               <ul style="list-style-type: none"> <li>i. complete date of birth (best search);</li> <li>ii. address line 1;</li> <li>iii. postal code; or</li> <li>iv. phone number.</li> </ul> </li> </ul> <p>A new client record must not be added if a one already exists in the Client Registry.</p>	✓	✓	✓	✓
CR1.3	<p><b>Update Client Information</b></p> <p>The Client Registry must be updated if the information returned does not match the information provided by the patient (e.g., the patient has moved or changed name).</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. If there is a Documented Name, the name, gender, and date of birth cannot be updated; and the client must return to the counter to get these changed as they match the BC Services Card.</li> <li>2. If the POS application contains different patient information from the Client Registry a screen will be presented so the data can be updated and synchronized.</li> </ol>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.4	<p><b>Data Entry Error</b></p> <p>The user must contact the RLOB Help Desk to remove invalid information from a client record that was submitted in error (e.g., data entered into the wrong client record).</p> <p><b>Note(s):</b> Community Pharmacies should contact the PharmaNet Help Desk.</p>	✓	✓		✓
CR1.5	<p><b>Client Selection</b></p> <p>Prior to selecting a client from the search results, the user must ensure the information matches that provided by the patient.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. The Client Registry uses wide search parameters to ensure all possible results are returned (maximum number of results = 10).</li> <li>2. If there are more than 10 results, a message will be displayed instructing the user to refine the search criteria.</li> <li>3. Returned matches are displayed with a match score; the highest ranking score is displayed first.</li> </ol>	✓	✓	✓	✓



#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.6	<p><b>No Candidate Found</b></p> <p>If a warning message is received indicating ‘no candidates were found’, the search criteria must be revised, and additional searches initiated to be confident that a client record does not exist (e.g., add additional client data to the search combinations).</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. A rare situation can occur when the search criteria do not match a client record.</li> <li>2. This will result in a warning message from the Client Registry indicating that no candidates were found.</li> </ol>	✓	✓	✓	✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.7	<p><b>Confirm Information Prior to Updating</b></p> <p>If a BC Services Card is not presented, then the following patient information must be confirmed using trusted identity documentation before creating or updating a patient record in the POS application:</p> <ol style="list-style-type: none"> <li>a. name,</li> <li>b. date of birth,</li> <li>c. gender,</li> <li>d. address, and</li> <li>e. telephone number.</li> </ol> <p>Trusted identity documents include:</p> <ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Canadian Citizenship ID Card</li> <li>• Canadian Forces ID Card</li> <li>• Canadian Record of Landing</li> <li>• Change of Name Document</li> <li>• Confirmation of Permanent Residence</li> <li>• Driver’s License</li> <li>• Marriage Certificate</li> <li>• Native Status Card</li> <li>• Passport</li> <li>• Permanent Resident Card</li> <li>• Provincial Health Insurance Cards from other Canadian Provinces</li> </ul>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.8	<p><b>Demographic Change</b></p> <p>Prior to changing a client’s name, date of birth, or gender to values different from those returned by the Client Registry, the following must be done:</p> <ol style="list-style-type: none"> <li>a. confirm the record being viewed is that of the client presenting for service; and</li> <li>b. view trusted identity documentation that supports the data change.</li> </ol> <p><b>Note(s):</b> If the client presents with a BC Services Card, the name, date of birth, and gender fields are locked in the Client Registry, and they should be advised to contact ICBC or HIBC to make any necessary changes to the documented identity.</p>	✓	✓		✓
CR1.9	<p><b>PHN Assignment</b></p> <p>A PHN must be assigned to every person receiving a healthcare service in British Columbia.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. The client does not have to be a resident of BC to receive a PHN.</li> <li>2. If a baby did not receive a PHN at birth (via hospital or midwife), a PHN will be created when the baby presents for a health service.</li> <li>3. A PHN does not indicate eligible MSP coverage.</li> </ol>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.10	<p><b>PHN Assignment (Non-Human)</b></p> <p>A PHN must not be assigned to a non-human (e.g., pets, medical facilities, doctor’s offices).</p> <p>For the Health Authorities, this includes:</p> <ul style="list-style-type: none"> <li>a. Pre-registration</li> <li>b. Lab specimen</li> <li>c. Stillborn</li> <li>d. Organ donor</li> <li>e. 7 Day post discharge</li> </ul>	✓	✓		✓
CR1.11	<p><b>New PHN for Patient</b></p> <p>The client must be given their PHN when a new one is created or returned by the Client Registry.</p> <p><b>Note(s):</b> A message will be displayed if a new PHN has been returned.</p>	✓	✓		✓
CR1.12	<p><b>Newborn PHN and Name</b></p> <p>A newborn PHN is created at the time of birth within a hospital or midwife’s care using:</p> <ul style="list-style-type: none"> <li>a. first name ‘Baby Boy’, ‘Baby Girl’ or ‘Baby’ depending on the gender; and</li> <li>b. mother’s surname.</li> </ul> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. If the newborn’s PHN is not found in the Client Registry, a new PHN must be created and given to the parent(s).</li> <li>2. If a mother’s PHN cannot be found, one must be created before assigning a newborn PHN.</li> <li>3. Assigning a PHN to the newborn does</li> </ol>		✓		

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
	<p>not denote eligibility for MSP benefits.</p> <p>4. For multiple births, use Baby Boy or Girl A-G (i.e., first newborn is 'A', second is 'B', third is 'C', etc. regardless of the gender).</p> <p>5. A PHN is only given to a live birth.</p> <p><u>Newborn Pre-registrations:</u></p> <p>6. The PHN can only be created while the mother is in labour and for what is perceived to be a live birth.</p> <p style="padding-left: 20px;">a. Gender = Unknown (UNK)</p> <p style="padding-left: 20px;">b. Name = Baby</p> <p>7. Immediately following the birth, the gender must be updated to male or female, resulting in the updated name to Baby Boy or Baby Girl).</p> <p>8. If the baby is stillborn, the Registries Line of Business must be contacted immediately so that the PHN can be deleted and downstream systems can be notified.</p>				
CR1.13	<p><b>PHN Assignment Error</b></p> <p>The RLOB Help Desk must be contacted when a PHN has been assigned in error.</p> <p><b>Note(s):</b> Community Pharmacies should contact the PharmaNet Help Desk.</p>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.14	<p><b>PHN Fraudulent Use</b></p> <p>A person may be declined service if they fraudulently present another beneficiary's BC Services Card.</p> <p><b>Note(s):</b> If a Date of Death is returned, contact the Registries Line of Business to confirm that it is on the correct record (see CR1.18 - Date of Death Error).</p>	✓	✓		✓
CR1.15	<p><b>Anonymous or Unidentified Clients</b></p> <p>Clients that are 'Anonymous' or 'Unidentified' (e.g., entered as John Doe) in the POS application must:</p> <ul style="list-style-type: none"> <li>a. be clearly distinguished; and</li> <li>b. not be sent to the Client Registry.</li> </ul> <p><b>Note(s):</b> Sending this information to the Client Registry can create an unwarranted PHN.</p>	✓	✓		✓
CR1.16	<p><b>Multiple PHNs Assigned</b></p> <p>The RLOB Help Desk must be contacted when search results indicate there may be multiple PHNs assigned to a patient.</p> <p><b>Note(s):</b> Community Pharmacies should contact the PharmaNet Help Desk.</p>	✓	✓	✓	✓
CR1.17	<p><b>Date of Death</b></p> <p>If a date of death is returned for a client presenting for service, further identification must be viewed to determine the client is not fraudulently using the PHN or BC Services Card.</p> <p><b>Note(s):</b> If the POS application user is suspicious of fraud, they should follow the process as stated in 'CR1.14 PHN Fraudulent Use'.</p>	✓	✓	✓	✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.18	<p><b>Date of Death Error</b></p> <p>The RLOB Help Desk must be contacted when a date of death has been applied to the client record in error.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. Community Pharmacies should contact the PharmaNet Help Desk.</li> <li>2. The date of death can be recorded in the POS application, but cannot be updated or sent to the Client Registry.</li> <li>3. Deaths are registered with the BC Vital Statistics Agency and then added to the Client Registry.</li> <li>4. The BC Vital Statistics Agency is the source of truth for a date of death.</li> </ol>	✓	✓	✓	✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.19	<p><b>Confidentiality Mask</b></p> <p>If the patient requests to have some or all of their Client Registry information kept confidential, the user must contact the RLOB Help Desk.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. Community Pharmacies should contact the PharmaNet Help Desk.</li> <li>2. A confidentiality mask prevents Client Registry data from being displayed.</li> <li>3. Masked attributes will display as the word “confidential” or an asterisk (“*”).</li> <li>4. Attributes are masked at the “block level”, for example:               <ol style="list-style-type: none"> <li>a. If name is masked, all name components are blocked (e.g., surname, first name, second name).</li> <li>b. If address is masked, all address components are blocked (e.g., address line 1, address line 2, address line 3, city, province, postal code).</li> </ol> </li> <li>5. All demographic changes sent to the Client Registry will be accepted; however masked attributes will remain confidential.</li> </ol>	✓	✓	✓	✓



#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.20	<p><b>Historical Information</b></p> <p>Historical information (e.g., prior names or addresses) may be used as query parameters and will match clients in the Client Registry.</p> <p><b>Note(s):</b> Current values of historical attributes will be returned in search results (e.g., searching a maiden name will return the married name).</p>	✓	✓	✓	✓
CR1.21	<p><b>Overlay Status</b></p> <p>The RLOB Help Desk must be contacted if an update to the Client Registry is refused because the client’s record is in a potential “overlay” status.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. Community Pharmacies should contact the PharmaNet Help Desk.</li> <li>2. The warning message will indicate that there is a potential overlay task on the client’s record.</li> <li>3. An overlay is caused when a significant change has been made to a client record which may indicate that it is not the same person.</li> </ol>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR1.22	<p><b>Merged PHNs</b></p> <p>If PHNs are merged, the survivor PHN will be:</p> <ul style="list-style-type: none"> <li>a. electronically distributed if the source system subscribes to distributions and their record has the non-survivor PHN; or</li> <li>b. returned in the query response message along with a warning to inform the user that the PHN has been merged and the survivor has been returned.</li> </ul>	✓	✓	✓	✓

### 1.3.2 Names

Table 2 Name – Business Rules

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR2.1	<p><b>Validate Client Name</b></p> <p>A trusted document provided by the client must be used to validate the client’s name prior to entering it into the Client Registry.</p>	✓	✓		✓
CR2.2	<p><b>Declared and Documented Identities</b></p> <p><b>‘Declared’ identity</b> – is captured when a client presents for a healthcare service; and may or may not be the same as the ‘documented identity’, but when sent from the POS it will be stored as ‘declared’.</p> <p><b>‘Documented’ identity</b> – is verified through the process of issuing of a BC Services Card; and stores and locks down the name, date of birth, and gender fields in the Client Registry.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. After viewing trusted documentation changes can be made to a declared identity.</li> <li>2. If the client wants to make changes to their documented identity they must be advised to contact ICBC or HIBC.</li> </ol>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR2.3	<p><b>Name Correction – Without Viewing Identity Documents</b></p> <p>A user may only send patient name corrections to the Client Registry without looking at trusted identity documentation in the following circumstances:</p> <ul style="list-style-type: none"> <li>a. name is obviously incomplete (e.g., replace an initial with the complete name);</li> <li>b. surname and first name are in reversed order;</li> <li>c. spelling of name is incorrect (e.g., Smith spelled Smitg); or</li> <li>d. special characters have been omitted (e.g., O’Brien spelled Obrien).</li> </ul>	✓	✓		✓
CR2.4	<p><b>Initials</b></p> <p>The client’s initials must not be recorded as their legal name unless the client’s name is a one character name (e.g., ‘J’ is the client’s legal first name).</p>	✓	✓		✓
CR2.5	<p><b>Two-Part First Name</b></p> <p>An apostrophe (’), dash (-), or space must be entered as indicated by the client for two-part first names.</p> <p>No other information is to be entered in a name field.</p>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR2.6	<p><b>Spelling of Names</b></p> <p>The client name must be recorded as substantiated by trusted identity documentation.</p> <p><b>Note(s):</b> Misspelling of the client name may produce client identity and record linkage issues which may in turn cause clinical information problems.</p>	✓	✓		✓
CR2.7	<p><b>Double-Barreled Surname</b></p> <p>A client surname must not be changed to a double-barreled surname without viewing trusted identity documentation.</p>	✓	✓		✓
CR2.8	<p><b>Title or Suffix</b></p> <p>Titles (e.g., Mr., Dr., Jr., Sr.) must not be entered unless supported by trusted identity documentation.</p>	✓	✓		✓
CR2.9	<p><b>Married Name Change</b></p> <p>Trusted identity documentation must be viewed before changing a client's maiden name to a married name.</p> <p><b>Note(s):</b> If the client presents with a BC Services Card, the name, date of birth, and gender fields are locked in the Client Registry and the client must be advised to contact ICBC or HIBC to make any necessary changes.</p>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR2.10	<p><b>Aliases, Nicknames, and Preferred Names</b></p> <p>Aliases, nicknames and preferred names must not be sent to the Client Registry as the client’s legal name.</p> <p>These names must be recorded in a separate field within the POS application.</p>	✓	✓		✓

### 1.3.3 Gender

Table 3 Gender – Business Rules

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR3.1	<p><b>Gender Unknown</b></p> <p>If a client’s gender is not known, the gender may be recorded as “Unknown”.</p> <p><b>Note(s):</b> If the gender is later determined, ‘Unknown’ can be changed to M or F.</p>	✓	✓		✓
CR3.2	<p><b>Gender Change</b></p> <p>If a client has not been issued a BC Services Card, and therefore does not have a Documented identity in the Client Registry, the gender can be changed after viewing trusted documentation.</p>	✓	✓		✓
CR3.3	<p><b>Gender X – BC Services Card</b></p> <p>If a client does not wish to be identified as either M or F they can be identified as Gender X.</p> <p>An X will be printed on the BC Services Card; however, a U will be stored as the documented gender within the Client Registry.</p>	✓	✓	✓	✓
CR3.4	<p><b>Gender</b></p> <p>If the Gender is known, it must be recorded as:</p> <ol style="list-style-type: none"> <li>M (Male); or</li> <li>F (Female).</li> </ol>	✓	✓		✓
CR3.5	<p><b>Gender Undifferentiated</b></p> <p>If a client’s gender is undifferentiated, it can be recorded as “NUD”.</p>	✓	✓		✓

### 1.3.4 Date of Birth

Table 4 Date of Birth – Business Rules

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR4.1	<p><b>Date of Birth – Not Known or Provided</b></p> <p>An estimated date of birth must not be entered in the Client Registry.</p> <p>If the date of birth is unknown, the user must record 1800/01/01.</p>	✓	✓		✓
CR4.2	<p><b>Date of Birth</b></p> <p>If a client has not been issued a BC Services Card, and therefore does not have a Documented identity in the Client Registry, the date of birth can be changed after viewing trusted documentation.</p> <p><u>Exception:</u> If the day of birth returned from the Client Registry is '01' it can be changed without reviewing trusted identity documentation.</p> <p><b>Note(s):</b> Client Registry displays “01” as a default day of birth in historical records where the valid day was not collected.</p>	✓	✓		✓



### 1.3.5 Address

Table 5 Address – Business Rules

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR5.1	<p><b>Addresses</b></p> <p>Information that is not part of a true address must not be recorded in the address lines.</p> <p>Addresses must be recorded using the Canada Post Addressing Standards.</p> <p><b>Note(s):</b></p> <ol style="list-style-type: none"> <li>1. The POS application should enforce the format of coded address values, such as:               <ol style="list-style-type: none"> <li>a. ST, RD, AVE;</li> <li>b. Canadian Provincial codes (e.g., BC); and</li> <li>c. International Organization for Standardization (ISO) Country codes.</li> </ol> </li> <li>2. Postal code is not mandatory; however, if sent to the Client Registry, the format must align with the Canada Post Addressing Standards (see Volume 3A: Business Rules – General, Appendix A: Canada Post Addressing Standards).</li> </ol>	✓	✓		✓
CR5.2	<p><b>Special Characters</b></p> <p>Special characters must not be used in an address.</p>	✓	✓		✓
CR5.3	<p><b>Client's Address</b></p> <p>The client's home address must always be captured, even if they are visiting the province or temporarily relocated within the province.</p>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR5.4	<p><b>Residential Care Address</b></p> <p>For a person residing in residential care (e.g., extended care facility, mental health facility), the physical address of the residence must be recorded as the client’s address.</p>	✓	✓		✓
CR5.5	<p><b>Address for Person in Prison</b></p> <p>The last known physical address of a person in prison should be recorded.</p> <p><b>Note(s):</b> It is acceptable to capture the prison address as the physical address.</p>	✓	✓		✓
CR5.6	<p><b>Address for Client Under Care</b></p> <p>If the client has a sensitive address (e.g., under the care of the Ministry of Social Development and Social Innovation or the Ministry of Children and Family Development) the last known physical address for the client must be recorded.</p>	✓	✓		✓
CR5.7	<p><b>Child in Temporary Care</b></p> <p>If a child is in temporary care, the address of the care facility must not be used.</p> <p><b>Note(s):</b> This would include a child who is placed under protective custody and residing in a temporary care facility.</p>	✓	✓		✓
CR5.8	<p><b>Foster Family Address</b></p> <p>If a child is in foster care, the foster family address must be recorded as the physical address.</p> <p>All other addresses must be entered as temporary addresses in the POS application.</p>	✓	✓		✓

#	Rule	Med Practice (EMR) or Lab (LIS)	HA CIS	HA Viewer	Pharmacy
CR5.9	<p><b>Unknown Address</b></p> <p>If the client cannot or will not provide a physical address, the following must be recorded:</p> <ul style="list-style-type: none"> <li>a. 'No Fixed Address' or 'Unknown Address' in address line 1; and</li> <li>b. city, province, and postal code of the physical address where service is being performed.</li> </ul>	✓	✓		✓
CR5.10	<p><b>Temporary Address</b></p> <p>Temporary addresses must not be sent to the Client Registry.</p> <p>However, they may be stored in the POS application.</p>	✓	✓		✓
CR5.11	<p><b>Foreign Address</b></p> <p>A foreign address can be sent to the Client Registry as the client's permanent physical address.</p> <p>If the foreign address includes a 'province' the province must be entered on the last address line.</p>	✓	✓		✓