British Columbia | Ministry of Health

British Columbia
Professional and Software Conformance Standards

Electronic Health Information Exchange

Volume 3D: Business Rules – Provider & Location Registry
(PLR)

Version 3.2   2021-09-30

Security Classification: Low Sensitivity

Document Details

Author:	Health Registries
Date Created:	2010-12-15
Last Updated:	2021-09-30
Version:	3.2

Table of Contents

1.0 Provider and Location Registry (PLR) – Overview

The Provider and Location Registry (PLR) is the authoritative registry of British Columbia healthcare providers' demographic and professional information (e.g., name, identifiers, demographics, expertise, contact, licensing status, and work location) which supports activities such as:

- patient referrals;

- informal consultations between care providers; and

- maintenance of internal provider directories within the health sector.

The PLR contains information for each provider (e.g., personal demographics, College Identifier, Ministry Practitioner Identifier (MPID), license status, expertise, business contact, and work location) which is sourced from professional colleges and regulatory bodies such as the:

- BC Association of Clinical Counselors (BCACC);

- BC College of Nursing Professionals (BCCNP);

- BC College of Social Workers (BCCSW);

- College of Chiropractors of BC (CCBC);

- College of Dentists of BC (CDSBC);

- College of Midwives of BC (CMBC);

- College of Pharmacists of BC;

- College of Physician & Surgeons of BC (CPSBC); and

- College of Psychologists of BC.

Any given POS can only access the provider data fields that are included in the relevant information sharing agreements with the Ministry of Health. Specific 'data permissions' are set within the PLR.

A POS application can use the PLR as the sole source of provider information or to complement existing retained provider information.

Potential uses of PLR in a medical practice are to:

- Identify referral options and contact referral providers;

- Identify and contact a patient's healthcare providers (e.g., prescribing physician, dispensing pharmacist);

- Identify a provider for an informal consult; and

- Prepare for patient transfer to a new primary provider.

There are two methods to access information in the PLR from a POS:

- Real-time query (recommended): A query is sent directly to the PLR to either search for, or to retrieve, a specific provider (e.g., the 'Query Provider' transaction).

- Automated distribution: The provider information resides at the POS application and the PLR automatically sends additions and updates to the POS application to keep its information current (e.g., the 'Add Provider Notification' and 'Update Provider Notification').

One or both of these methods can be utilized. An example of both methods being used would be a POS application choosing to retain provider information for a specific college (e.g., CPSBC) locally, while accessing the PLR directly for provider information from other colleges (e.g., non-physician).

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

1.2   Business Transactions

1.2.1   Query Provider

This business transaction can be used to search for and retrieve information on a provider.

Query Provider – 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.

Table 1 Query Provider – Business Rules

#	Rule	Med Practice (EMR)	HA CIS
PR1.1	**Search Parameters** The following two search methods are available for searching for a provider. The specified criteria must be included in the search. <table><tr><td>**By attributes:**</td><td>**By identifier:**</td></tr><tr><td>• Provider Role Type (Optional) • Surname • First Name • City (Optional) • Expertise (Optional) • Language (Optional) • Gender (Optional)</td><td>• Provider identifier, and • corresponding College identifier type; or • Ministry Practitioner ID (e.g., 1234), and • Identifier Type = MPID</td></tr></table> **Notes:** • The PLR uses wide search parameters to ensure all possible results are returned. If you search by attributes rather than an identifier you could receive up to 20 responses. • Search criteria (e.g., name) can be matched to historical information on a record by using the 'Include History' option during the search, in which case, results from the PLR	✓	✓

#	Rule	Med Practice (EMR)	HA CIS
	query will be matched to historical records (e.g., prior addresses and previous names) and the current information will be returned. • Search values are not case sensitive. Information can be entered in upper, lower, or mixed case and results will be returned. • If the provider's Confidentiality Flag is set in PLR, record data is not available to the user and a message will be returned indicating the provider record is confidential.		
PR1.2	**No Candidate Returned** If no candidates are returned, the search must be refined using additional or corrected search criteria. **Note:** No candidates returned may be a result of a typographical error.	✓	✓
PR1.3	**Searching and Selecting Providers** There must be a business or clinical prerequisite to search and select providers. General browsing is not permitted.	✓	✓
PR1.4	**Inaccurate or Suspect Data** Any inaccurate or suspect data must be reported to the RLOB Help Desk.	✓	✓

#	Rule	Med Practice (EMR)	HA CIS
PR1.5	**Wild Card Searches** To assist in provider searches an asterisk (*) can be used as a wildcard to substitute for a string of characters at the end of the first name and surname fields. The following conditions apply: • It can be used only once in each of the surname and first name fields. • There must be at least one character entered before the wildcard character. • There must be no characters entered after the wildcard (i.e., it cannot be in the beginning or middle of a string of characters).	✓	✓
PR1.6	**Ministry Practitioner ID (MPID) Use** A MPID provided by the PLR must not be used for any purpose other than billing or to support the referral process. **Note:** Legislation limits the use of the MPID for health insurance purposes only.	✓	✓
PR1.7	**Multiple Results** If multiple results are received, each must be opened and the detailed information (e.g., address or telephone number) must be compared to ensure the correct record is selected. **Note:** Results will be sorted by surname and then first name.	✓	✓

1.2.2   Update Provider (Work Location)

The PLR contains provider work location information.

When a provider work location is added or an existing one is updated, the PLR automatically initiates a system-to-system interaction to send details of the additions and updates to subscribing POS applications to keep their information current.

A provider may have several work location records, authored by different sources. For example, the Provincial Health Services Authority and medical practices using compliant POS applications are sources (owners) that provide provider work location data to update the PLR.

A work location record differs from a business or home address record which can only be entered by a Health Care Provider College. A work location record and a business address record for a given Provider may contain similar or identical address information.

Note: The PLR does not guarantee the accuracy or currency of information provided by multiple sources.

Update Provider (Work Location) – Business Rules

The POS application will automatically trigger a query prior to a work location update.

Table 2 Update Provider (Work Location) – Business Rules

#	Rule	Med Practice (EMR)	HA CIS
PR2.1	**Minimum Data for New Work Location** To add a new Work Location the following minimum data must be entered: • Type (choose HID- Health Information Distribution); • Location Name (e.g., Victoria Clinic); • Location Name Effective Start Date; and • Work Location Identifier (if not provided, this will be auto-assigned by the PLR). Optionally, one or more of the following can be entered: • Addresses; • Telecommunication numbers (e.g., telephone, fax); • Electronic addresses (e.g., email address, website); and • Effective Start Date (for each of the above).	✓	✓

#	Rule	Med Practice (EMR)	HA CIS
PR2.2	**Update or Cease Work Location Data** To update or cease existing work location data the following must be provided: • Work Location Identifier; • New data (e.g., work location name, address, telecommunication number, or electronic address); • New Effective Start Date (for each data element being changed); • Effective End Date (for each data element being ceased); and • End Reason Code of: o CHG (for changed data blocks); or o CEASE (for ceased data blocks). **Note:** If there are existing Communication Preferences associated with one of the locations (e.g., address, telephone, electronic address), the Communication Preference will need to be ceased before the Work Location data can be ceased.	✓	✓
PR2.3	**Cease Entire Work Location** To cease an entire Work Location the following must be provided: • Work Location Identifier; • Effective End Date (for the Work Location set to the current or a future date); and • End Reason Code of CEASE. **Note:** If there are existing Communication Preferences associated with one of the locations (e.g., address, telephone, electronic address), the Communication Preference will need to be ceased before the entire Work Location can be ceased.	✓	✓

#	Rule	Med Practice (EMR)	HA CIS
PR2.4	**Update vs. Viewing Work Location** Users are able to update Work Locations added by their own source; and may only view the Work Locations added by other sources. **Note:** There may be multiple sources for Work Location records (e.g., PHSA and other medical practice POS).	✓	✓
PR2.5	**Work Location Contact Information** There must only be one of each of the following business contact elements in the Work Location record: • Physical address • Mailing address • Telephone number • Cellular (mobile) number • Fax number • Email address • Website address **Note:** The communication purpose type of 'BC – Business Contact' is preferred, however either of these can be used: • 'BC – Business Contact'; or • 'HC – Home Contact'.	✓	✓
PR2.6	**No Duplicate Work Location** Work locations must not be added if the correct one already exists for the selected provider. If another source has added a correct work location for the selected provider, another (duplicate) record must not be added.	✓	✓
PR2.7	**Updating Own Source Work Location** If a provider work location added by the user's source is incorrect, the existing work location must be updated (i.e., do not add a new one).	✓	✓

#	Rule	Med Practice (EMR)	HA CIS
PR2.8	**Another Source's Work Location Data is Incorrect** If a work location added by another source is known to be incorrect or obsolete, the error must be reported to the RLOB Help Desk.	✓	✓
PR2.9	**Work Location Administration** Administration of work location must be limited to those providers who are working within the point of service (i.e. updates must not be permitted for providers working elsewhere).	✓	✓