BRITISH COLUMBIA
Ministry of Health

British Columbia
Professional and Software Conformance Standards

Electronic Health Information Exchange

Volume 3A: Business Interactions
EMR Medical Practice

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1.0 Introduction

Organizations developing interfaces to health information exchange (HIE) systems offered by the Ministry of Health (the "Ministry") must meet the British Columbia Professional and Software Conformance Standards (the "Conformance Standards") which the Ministry publishes.

The Ministry's Conformance and Integration Services team will facilitate the registration, connection, conformance testing and certification processes required for applications to connect to the Ministry HIE systems.

1.1 Conformance Standards Volume Set

The Conformance Standards are the central reference for organizations wanting to integrate their *Points of Service (POS)* applications with Ministry HIE *systems*. This integration will allow their users to exchange important demographic and clinical information with other health care professionals in support of efficient and safe patient care. The Conformance Standards contain multiple volumes and must be reviewed as a complete set.

The volumes in the Conformance Standards are divided into topics such as: business rules, application-enforced rules, change management rules, privacy and security rules, and technial message and transport specifications. The Conformance Standards are available on the Conformance and Integration Services website: http://www.health.gov.bc.ca/access/software_development.html.

1.2 Key to Document Terminology

The Conformance Standards in this volume use a consistent language convention:

- The word "should" is used to indicate a recommended requirement meaning that the standard is optional (i.e., not compulsory yet encouraged). Conformance testing, service on-boarding activities and/ or application testing will confirm that this standard is correctly implemented where appropriate.
- All other standards or rules as stated are a compulsory function or requirement. The words "must" "will", "minimum", or "mandatory" are used to indicate this. Conformance testing, service on-boarding activities and/ or application testing will confirm that this standard is correctly implemented.
- Acronyms and abbreviations are used for repetitions of some system and organization names. The first time an acronym or abbreviation appears in the document it is accompanied by the full name.

A Glossary of Terms is provided in a separate volume of the Conformance Standards. Each defined term, acronym and abbreviation that is included in the glossary is italicized in the Conformance Standards the first time it appears in the volume.

1.3 Purpose of Document

This document describes the business rules for the users at a *point of service (POS)* who are access/exchange electronic health information with Ministry information exchange systems.

1.4 Intended Audience

The intended audience for this document is:

- **Information Consumers** – who access electronic health information from a Ministry or provincial *data repository* (e.g., end users);
- **Information Custodians** – who maintain or administer *electronic health information* (EHI) resources on behalf of the Information Authority;
- **Information Authority** – who have the responsibility and decision making authority for EHI throughout its lifecycle, including creating, classifying, restricting, regulating, and administering its use or disclosure;
- **Data Providers** – who provide data to, or exchange data with a Ministry data repository (e.g., system to system upload);
- **Software Organizations** – organizations (including in-house system development teams) who develop interfaces to health information exchange systems and/or support those interfaces;
- **Conformance Team(s)** – who are responsible for evaluating and testing conformance, including organizational security practices and business processes; and
- **Audit Team(s)** – who are responsible for independent examination and evaluation of compliance including organizational security practices and business processes.

1.5 Ministry of Health Conformance Standards Contact

For more information or questions regarding the Conformance Standards should be directed to Conformance and Integration Services at: HLTH.CISSupport@gov.bc.ca

2.0 General Information and Rules

The following general business rules apply to all medical practice points of service that access/exchange electronic health information with Ministry information exchange systems.

Table 1 Clinical Data Business Rules

#	Rule	Education and Training Reference
Gen2.1	**Confirm Patient Identity** The identity of a patient presenting for service must be confirmed through the *Client Registry* prior to any other interactions with the patient's electronic health information.	EGEN.03 EHR Data ECR.02 Confirm a Patients Identity
Gen2.2	**Data Storage** POS applications will automatically store data received from the ministry HIE systems. This data must not be used for anything other than delivering clinical care to the patient.	EGEN.03 EHR Data
Gen2.3	Rule Moved to Volume 3 General	
Gen2.4	**Support** Users must work with their software provider to ensure the medical practice is enabled to access ministry HIE systems. Notes: 1. The EMR provider will be responsible for updating (adding, changing and removing) user access to the POS application. 2. The EMR provider will assist the user through the registration process.	EGEN.01 EHR User Access TGEN.03 User Support
Gen2.5	**Supervising Physician** Each supervising physician is accountable for access requirements for themselves and all their supervised staff. This includes • identifying the most appropriate functional role for each staff member • ensuring the role does not provide greater access than what is appropriate • adding or removing a user's access (including temporary replacements); • changing a user's access permissions (i.e., a user has changed job roles) • submitting completed registration forms regarding the above.	EGEN.01 EHR User Access
Gen2.6	**User Agreements** All physicians within a practice must sign a "Practitioner Systems Access Agreement" with the Province.	EGEN.01 EHR User Access
Gen2.7	**Confidentiality Undertaking**	EGEN.01 EHR User

#	Rule	Education and Training Reference
	All non-physician staff accessing HIE systems must read and sign an "Undertaking of Confidentiality and Security" form.	Access
Gen2.8	Rule removed - Privacy and Security Checklist-no longer applicable	
Gen2.9	**Authentication** Anyone accessing the HIE systems must have an EMR logon identifier.	EGEN.01 EHR User Access
Gen2.10	**Authorization** When applying for access to a health information exchange service, each user's functional role in the practice must be identified appropriately to ensure the correct access is assigned during the registration process. Notes: 1. Access is authorized based on the least privilege necessary for the user's job function. *2.* The functional role chosen determines the access permissions available to the user in the POS and *electronic health record.* 3. . 4. Each user will be assigned one distinct set of permissions and be prevented access to any service not specifically assigned.	EGEN.01 EHR User Access
Gen2.11	**Masking Data Stored in the POS Application** Upon a patient's request all, or a portion, of a patient's stored data must be masked. Notes: 1. Masked data will not be masked to the user who initiated the mask. 2. Data will be unmasked only for the user who has provided a reason.	EGEN.03 EHR Data TGEN.04 Masking and Unmasking Data Stored in the POS Application
Gen2.12	**Reason to Unmask Stored data** The user must provide a reason to prior to unmasking any stored data on the POS. Notes: 1. The user will be alerted when accessing a patient chart containing masked data 2. Reasons for unmasking are logged within your POS application for future audit purposes. 3. POS data that has been unmasked will be re-masked when the user has exited the patient chart or the session has timed-out.	EGEN.03 EHR Data TGEN.04 Masking and Unmasking Data Stored in the POS Application
Gen2.13	**HIE Service Availability** When one HIE systerm (e.g., PharmaNet) is unavailable the user will continue to access their POS application and other available HIE systems (e.g., Client Registry and PLIS).	EGEN.02 User Support TGEN.01 EHR service availability

#	Rule	Education and Training Reference
Gen2.14	**Display of Current or Previous EHI Data** The user may request display of previous versions of EHI data stored in their POS application. Notes: 1. The POS application will by default, display the most current version of the business record stored. 2. The user will be able to recreate a view of EHIand POS data that comprised the patient record at a point in time.	EGEN.03 EHR Data TGEN.05 Display of Current or Previous EHI Data
Gen2.15	Annotations Rule – Moved to Volume 3 General	
Gen2.16	**Current Data** Adhoc requests may be made to check for more recent data from an EHR repository than what is currently stored in the POS application. e.g., users may request updates to all previously stored PLIS data or request another download of a patient's profile from PharmaNet. Notes: 1. A *PharmaNet Patient Profile* Request will automatically trigger prior to a prescription being recorded on the POS application. 2. When a lab record received from PLIS is opened in the POS application an automatic query is sent to PLIS.	EGEN.03 EHR Data TGEN.05 Display of Current or Previous EHI Data
Gen 2.17	**Data Source** When viewing data in the POS application the user will be able to identify its source (EHR or POS).	EGEN.03 EHR Data TGEN.05 Display of Current or Previous EHI Data

The following general business rules apply to all medical practice users accessing or exchanging EHI with Ministry Health Information Exchange Services.

Table 2 EHR User Accounts

#	Rule	Education and Training Reference
Gen3.0	**De-provision EHR User Accounts** The medical practice must request to have an EHR account de-provisioned (cancelled) when required, ensuring there is an immediate removal of the individual's access.	EGEN.01 Access to Provincial EHR Services
Gen3.1	**Reinstate an EHR User Account** The organization must request to have an EHR account reinstated when required.	EGEN.01 Access to Provincial EHR Services

3.0 Client Registry Business Interactions

3.1 Overview

The purpose of the Provincial *Client Registry* is to assign a Provincial Health Number (PHN) for all receivers of healthcare services and maintain client demographic information (e.g. name, address, contact) 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.
- Find a patient's demographic information (e.g. name, date of birth, and address) by using PHN.
- Update demographic information, if the patient exists within the Provincial Client Registry, or
- Generate a PHN for a new client.

Throughout this document terms such as client, person, or candidate are used to refer to the patient in a Medical Practice POS.

3.2 Find Person

The Find Person business interaction provides the required information to validate a person's identity. This business interaction is used to find a person's PHN or, by using a provided PHN, to find their associated demographic information. (e.g., name, birth date and address).

3.2.1 Transactions

- Find Candidates - N2.1
- Get Demographics - N2.2

3.2.2 Associated Business Interactions

The typical context of this business interaction is as follows:

- Find Person
- Maintain Person
- Get Clinical Data

3.3 Maintain Person

The Maintain Person business interaction 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.

3.3.1 Transactions

- Revise Person - N1.3

3.3.2 Associated Business Interactions

The typical context of this business interaction is:

- Find Person
- Maintain Person

3.4 Business Rules

3.4.1 Client Identification

Table 3 Client Identification Business Rules

#	Rule	Education & Training Reference
CR1.0	Client Identity Rule moved to Volume 3 General	
CR1.1	**Check for Existing Client Record** The Client Registry must be checked for an existing record before adding a new client record. The following acceptable search combinations must be used: • full surname, first name, and complete date of birth; • full surname, first name, and address line 1; • full surname, first name, and postal code; or • full surname, first name, and phone number. A new client record must not be added if a one already exists in the Client Registry.	ECR.03 Find a Patient in the Client Registry TCR.02 Search for a Patient's Record TCR.06 Confirm a Patient's Identity: No BC Health Card or PHN Presented (Match) TCR.07 Add New Patient to PoS Application using PHN TCR.21 Adding a New Client – PHN Assignment

#	Rule	Education & Training Reference
CR1.2	**User Responsibility** The Client Registry must be updated to reflect all validated client demographic information when it is received.	ECR.01 Introduction to the Client Registry TCR.01 Client Registry – Introduction
CR1.3	**Data Entry Error** The user must contact the Client Registry Help Desk to remove invalid information from a client record that was submitted in error (e.g. data entered into the wrong client record). Note: 1. The Client Registry Help Desk can be contacted at: • 250-952-9137 or • VSA.REGISTRIESADMIN@gov.bc.ca	ECR.06 Client Registry Support TCR.22 Getting Support
CR1.4	**Client Selection** Prior to selecting a client from the search results, the user must ensure the information matches that provided by the patient. Notes: 1. The Client Registry uses wide search parameters to ensure all possible results are returned (maximum number of results = 10). 2. If there are more than 10 results a message will be displayed to refine the search and try again. 3. Returned matches are displayed with a match score; the highest ranking score is displayed first.	ECR.03 Find a Patient in the Client Registry TCR.06 Confirm a Patient's Identity: No BC Health Card or PHN Presented (Match)

#	Rule	Education & Training Reference
CR1.5	**Update Client Information** 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). Notes: 1. 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.	ECR.01 Introduction to the Client Registry TCR.01 Client Registry – Introduction TCR.03 Confirm a Patient's Identity: BC Health Card with Photo Presented (Match) TCR.04 Confirm a Patient's Identity: BC Health Card with Photo Presented (Mismatch) TCR.05 Confirm a Patient's Identity: BC Health Card without Photo Presented (Match) TCR.06 Confirm a Patient's Identity: No BC Health Card or PHN Presented (Match) TCR.09 Synchronizing Patient Information
CR1.6	**No Candidate Found** 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. For example: • Add additional client data to the search combinations. • For a newborn, use 'Baby Boy' or 'Baby Girl' as a first name. • Search using previous demographics (e.g. maiden name). Notes: • A warning message from the Client Registry indicating no candidates were found can occur when the search criteria does not match a client record.	ECR.03 Find a Patient in the Client Registry TCR.02 Search for a Patient's Record TCR.21 Adding a New Client – PHN Assignment TCR.22 Getting Support

#	Rule	Education & Training Reference
CR1.7	**Confirm Information Prior to Updating** 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: • name, • date of birth, • gender, • address, and • telephone number.	ECR.02 Confirm a Patient's Identity ECR.03 Find a Patient in the Client Registry TCR.03 Confirm a Patient's Identity: BC Health Card with Photo Presented (Match) TCR.04 Confirm a Patient's Identity: BC Health Card with Photo Presented (Mismatch) TCR.05 Confirm a Patient's Identity: BC Health Card without Photo Presented (Match) TCR.06 Confirm a Patient's Identity: No BC Health Card or PHN Presented (Match) TCR.07 Add New Patient to PoS Application using PHN TCR.09 Synchronizing Patient Information

#	Rule	Education & Training Reference
CR1.8	**Date of Birth** Prior to changing a date of birth in the Client Registry, it must be validated by reviewing trusted identity documentation. Exception: If the day of birth returned from Client Registry is '01', the day can be corrected after verbal confirmation with the patient; trusted identity documentation does not have to be reviewed. Notes: 1. Client Registry displays "01" as a default day of birth in historical records where the valid day was not collected. 2. 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 should be advised to contact ICBC or HIBC to make any necessary changes.	ECR.04 Updates to Patient Demographics TCR.03 Confirm a Patient's Identity: BC Health Card with Photo Presented (Match) TCR.04 Confirm a Patient's Identity: BC Health Card with Photo Presented (Mismatch) TCR.05 Confirm a Patient's Identity: BC Health Card without Photo Presented (Match) TCR.06 Confirm a Patient's Identity: No BC Health Card or PHN Presented (Match) TCR.19 Updating Client Registry Data – Date of Birth Field
CR1.9	**PHN Assignment** A PHN must be assigned to every person receiving a healthcare service in British Columbia. Notes: 1. The client does not have to be a resident of BC to receive a PHN.	ECR.05 Creating a PHN TCR.21 Adding a New Client – PHN Assignment
CR1.10	**PHN Assignment (Non-Human)** A PHN must not be assigned to a non-human (e.g. pets, medical facilities, doctor's offices, etc.).	ECR.05 Creating a PHN TCR.21 Adding a New Client – PHN Assignment

#	Rule	Education & Training Reference
CR1.11	**New PHN for Patient** The client must be given their PHN when a new one is created or returned by the Client Registry. Notes: 1. A message will be displayed if a new PHN has been returned.	ECR.05 Creating a PHN TCR.08 Notification of a Merged PHN (Existing PoS Patient) TCR.21 Adding a New Client – PHN Assignment
CR1.12	**Newborn PHN and Name** If a newborn's registered name cannot be confirmed, record the name as directed by the parent(s). If the parent(s) has/have not decided on the: • first name for the newborn, record it as 'Baby Boy' or 'Baby Girl'. • last name for the newborn, record it as the mother's surname. Notes: 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). 2. Baby names should be recorded as found on trusted identity documentation or as registered with the BC Vital Statistics Agency. 3. Assigning a PHN to the newborn does not denote eligibility for MSP benefits.	ECR.05 Creating a PHN TCR.21 Adding a New Client – PHN Assignment
CR1.13	**PHN Assignment Error** The Client Registry Help Desk must be contacted when a PHN has been assigned in error. Note: 1. The Client Registry Help Desk can be contacted at: • 250-952-9137 or • VSA.REGISTRIESADMIN@gov.bc.ca.	ECR.05 Creating a PHN ECR.06 Client Registry Support TCR.22 Getting Support
CR1.14	**PHN in EMR** Prior to updating a patient's PHN in the PoS application, the user must review trusted identity documentation to confirm the patient's information.	ECR.04 Updates to Patient Demographics TCR.14 PHN Does Not Match the Client Registry

#	Rule	Education & Training Reference
CR1.15	**PHN Fraudulent Use** A person may be declined service if they fraudulently present another beneficiary's BC Health Card. Notes: 1. Possible misuse of a BC Health Card should be reported to Health Insurance BC (HIBC).	ECR.02 Confirm a Patient's Identity TCR.02 Confirm Client Identity
CR1.16	**Demographic Change** 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: • Determine the record being viewed is that of the client presenting for service; and • View trusted identity documentation that supports the data change. Notes: 1. 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 should be advised to contact ICBC or HIBC to make any necessary changes.	ECR.04 Updates to Patient Demographics TCR.13 Legal Names and Nicknames TCR.17 Updating Client Registry Data – Name Fields TCR.18 Updating Client Registry Data – Gender Field TCR.19 Updating Client Registry Data – Date of Birth Field
CR1.17	**Anonymous or Unidentified Clients** Clients that are 'Anonymous' or 'Unidentified' (e.g. entered as John Doe) in the PoS application: • must be clearly distinguished, and • must not be sent to the Client Registry. Notes: 1. Sending this information to the Client Registry can create an unwarranted PHN.	ECR.04 Updates to Patient Demographics TCR.20 Anonymous or Unidentified Clients
CR1.18	**Name Correction – Without Viewing Identity Documents** The user may send the following patient name corrections in the Client Registry without looking at trusted identity documentation in the following circumstances only: • the name is obviously incomplete (e.g. replace an initial with the complete name); • the surname and first name are in reversed order; • the spelling of the name is incorrect (e.g,. Smith spelled Smitg); or • special characters have been omitted (e.g. O'Brien spelled Obrien).	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields

#	Rule	Education & Training Reference
CR1.19	**Gender Correction** If the Client Registry returns the gender as 'Unknown' it can be changed to the correct gender (i.e. M or F) without looking at trusted identity documentation.	ECR.04 Updates to Patient Demographics TCR.18 Updating Client Registry Data – Gender Field
CR1.20	**Multiple PHNs Assigned** The Client Registry Help Desk must be contacted when search results indicate there may be multiple PHNs assigned to a patient. Note*:* 1. The Client Registry Help Desk can be contacted at: • 250-952-9137 or • VSA.REGISTRIESADMIN@gov.bc.ca	ECR.03 Find a Patient in the Client Registry ECR.06 Client Registry Support TCR.11 Multiple Records Returned for a Patient TCR.22 Getting Support
CR1.21	**Date of Death** 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 Health Card. Notes: 1. If the PoS application user is suspicious that a PHN or BC Health Card is being used fraudulently, they should follow the process as stated in 'CR1.15 PHN Fraudulent Use'.	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields TCR.18 Updating Client Registry Data – Gender Field TCR.19 Updating Client Registry Data – Date of Birth Field
CR1.22	**Date of Death Error** The Client Registry Help Desk must be contacted when a date of death has been applied to the client record in error. Notes: 1. The Client Registry Help Desk can be contacted at: • 250-952-9137 or • VSA.REGISTRIESADMIN@gov.bc.ca. 2. The date of death can be recorded in the PoS application but cannot be updated or sent to the Client Registry. 3. Deaths are registered with the Vital Statistics Agency and then added to the Client Registry. 4. Vital Statistics is the source of truth for a date of death.	ECR.04 Updates to Patient Demographics ECR.06 Client Registry Support TCR.17 Updating Client Registry Data – Name Fields TCR.18 Updating Client Registry Data – Gender Field TCR.19 Updating Client Registry Data – Date of Birth Field TCR.22 Getting Support

#	Rule	Education & Training Reference
CR1.23	**Confidentiality Mask** If the patient requests to have some or all of their Client Registry information kept confidential, the user must contact the Client Registry Administrator. Notes: 1. The Client Registry Help Desk can be contacted at: • 250-952-9137 or • VSA.REGISTRIESADMIN@gov.bc.ca. 2. A confidentiality mask prevents Client Registry data from being displayed. 3. Masked attributes will display as the word "confidential" or an asterisk ("*"). 4. Attributes are masked at the "block level", for example: a. If name is masked, all name components are blocked (e.g. surname, first name, second name). 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). 5. All demographic changes sent to the Client Registry will be accepted; however masked attributes will remain confidential.	ECR.04 Updates to Patient Demographics TCR.10 Confidential Patient Data
CR1.24	**Historical Information** Historical information (e.g. prior names or addresses) may be used as query parameters and will match clients in the Client Registry. Notes: 1. Current values of historical attributes will be returned in search results (e.g. searching a maiden name will return the married name).	ECR.03 Find a Patient in the Client Registry TCR.12 Searching with Historical Patient Information

#	Rule	Education & Training Reference
CR1.25	**Overlay Status** The Client Registry Help Desk must be contacted when an update to the Client Registry is refused because the client's record is in a potential "Overlay" status. Notes: 1. The Client Registry Help Desk can be contacted at: • 250-952-9137 or • VSA.REGISTRIESADMIN@gov.bc.ca. 2. The warning message will indicate that there is a potential overlay task on the client's record. 3. An overlay is an error where a client record contains information about more than one person (e.g. a name for one client was inadvertently changed to a name belonging to someone else).	ECR.06 Client Registry Support TCR.19 Updating Client Registry Data – Date of Birth Field TCR.22 Getting Support
CR1.26	Trusted Identity Documents Rule Moved to Volume 3 General	
CR1.27	**PHN Identifier** The client's Personal Health Number (PHN) must be validated to authenticate their identity in the Client Registry. Notes: 1. The PHN is: a. a unique, numerical, lifetime identifier used to specifically identify an individual client who has had any interaction with the BC health system. b. assigned to and used by only one person. *c.* not an indication of MSP eligibility or benefit status for healthcare services in British Columbia.	ECR.02 Confirm a Patient's Identity TCR.01 Client Registry – Introduction TCR.02 Confirm Client Identity
CR1.28	**Merged PHNs** A new PHN may be returned by the Client Registry if multiple PHNs were assigned to the patient and then merged. Notes: 1. A warning message will be returned to inform the user that a new PHN has been issued as the result of a merge.	ECR.03 Find a Patient in the Client Registry TCR.08 Notification of a Merged PHN (Existing PoS Patient)

#	Rule	Education & Training Reference
CR1.29	**Declared and Documented Identities** 'Declared' identity – is an identity that is captured when a client presents for a healthcare service. This identity may or may not be the same as the 'documented identity', but when sent from the PoS it will be stored as 'declared'. 'Documented' identity – is an identity that has been verified through the process of issuing of a BC Services Card. The name, date of birth, and gender fields for this type of identity will be stored and locked down in the Client Registry; and the client must be advised to contact ICBC or HIBC to make any necessary changes. Notes: 1. Changes to name, date of birth, and gender fields for patients who: a. have not been issued a BC Services Card will be accepted and displayed by the Client Registry (declared identity). b. have been issued a BC Services Card will be accepted, but not displayed by the Client Registry (documented identity).	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields TCR.18 Updating Client Registry Data – Gender Field TCR.19 Updating Client Registry Data – Date of Birth Field

3.4.1 Names

Table 4 Name Business Rules

#	Rule	Education & Training Reference
CR2.0	**Validate Client Names** A trusted document provided by the client must be used to validate the client's name prior to entering it into the Client Registry.	ECR.04 Updates to Patient Demographics TCR.21 Adding a New Client – PHN Assignment
CR2.1	**Initials** 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).	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields

#	Rule	Education & Training Reference
CR2.2	**Two Part Given Name** For two part given names, an apostrophe (‗), dash (-), or space must be entered as indicated by the client. No other information is to be entered in a name field.	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields
CR2.3	**Spelling of Names** The client name must be recorded as substantiated by trusted identity documentation. Notes: 1. Misspelling of the client name may produce client identity and record linkage issues which may in turn cause clinical information problems.	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields
CR2.4	**Double-Barreled Surname** A client surname must not be changed to a double-barreled last name without viewing trusted identity documentation.	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields
CR2.5	**Title or Suffix** Titles (Mr., Dr., Jr. or Sr.) must not be entered unless it is supported by trusted identity documentation.	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields
CR2.6	**Married Name Change** Trusted identity documentation must be viewed before changing a client's maiden name to a married name. Notes: 1. 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.	ECR.04 Updates to Patient Demographics TCR.17 Updating Client Registry Data – Name Fields
CR2.7	**Aliases, Nicknames, and Preferred Names** Aliases, nicknames and preferred names must not be sent to the Client Registry as the client's legal name. These names must be recorded in a separate field within the PoS application.	ECR.04 Updates to Patient Demographics TCR.13 Legal Names and Nicknames

3.4.2 Gender

Table 5 Gender Business Rules

#	Rule	Education & Training Reference
CR3.1	**Gender Unknown** In the rare instance that a client's gender is not known, the gender may be recorded as "Unknown".	ECR.04 Updates to Patient Demographics TCR.18 Updating Client Registry Data – Gender Field
CR3.2	**Gender Change** Prior to changing a client's gender trusted identity documentation must be viewed. Notes: 1. Individuals can legally change their gender with the: • BC Vital Statistics Agency; or • ICBC/HIBC (when requesting a new BC Service Card). 2. The BC Vital Statistics Agency will issue a new birth certificate indicating the correct gender.	ECR.04 Updates to Patient Demographics TCR.18 Updating Client Registry Data – Gender Field

3.4.3 Birth Date

Table 6 Birth Date Business Rules

#	Rule	Education & Training Reference
CR4.1	**Date of Birth – Not Known or Provided** An estimated date of birth must not be entered in the Client Registry. If the date of birth is unknown, the user must record 1800/01/01.	ECR.04 Updates to Patient Demographics TCR.19 Updating Client Registry Data – Date of Birth Field

#	Rule	Education & Training Reference
CR4.2	**Date of Birth** Prior to changing a date of birth in the Client Registry it must be validated by reviewing trusted identity documentation. Exception: If the day of birth returned from the Client Registry is '01' it can be changed without reviewing trusted identity documentation. Notes: 1. Client Registry displays "01" as a default day of birth in historical records where the valid day was not collected.	ECR.04 Updates to Patient Demographics TCR.19 Updating Client Registry Data – Date of Birth Field

3.4.4 Address

Table 7 Address Business Rules

#	Rule	Education & Training Reference
CR5.1	**Addresses** Information that is not part of a true address must not be recorded in the address lines. Addresses must be recorded using the Canada Post Addressing Standards. Notes: 1. The POS application will enforce the format of postal codes and coded address values, such as: • ST, RD, AVE; • the Canadian Provincial codes (e.g. BC); and • the International Organization for Standardization (ISO) Country codes. *2.* See CR5.11 Foreign Address related to identifying the province in a foreign address.	ECR.04 Updates to Patient Demographics TCR.15 Canada Post Addressing Standards TCR.21 Adding a New Client – PHN Assignment
CR5.2	**Special Characters** Special characters must not be used in an address.	ECR.04 Updates to Patient Demographics TCR.15 Canada Post Addressing Standards

#	Rule	Education & Training Reference
CR5.3	**Client's Address** The client's home address must always be captured, even if they are visiting the province or temporarily relocated within the province.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.4	**Residential Care Address** 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.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.5	**Address for Person in Prison** The last known physical address of a person in prison should be recorded. Note: It is acceptable to capture the prison address as the physical address.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.6	**Address for Client Under Care** 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.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.7	**Child in Temporary Care** When a child is in temporary care, the address of the care facility must not be used. Notes: 1. This would include a child who has been apprehended and residing in a temporary care facility.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.8	**Foster Family Address** When a child is in foster care, the foster family address must be recorded as the physical address; all other addresses must be entered as temporary addresses in the POS application.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances

#	Rule	Education & Training Reference
CR5.9	**Unknown Address** When the client cannot or will not provide a physical address, the following must be recorded: • 'No Fixed Address' or 'Unknown Address' in address line 1; and • the city, province, and postal code of the physical address where service is being performed.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.10	**Temporary Address** Temporary addresses must not be sent to the Client Registry, but may be stored in a separate area of the POS application.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances
CR5.11	**Foreign Address** A foreign address can be sent to the Client Registry as the client's permanent physical address. If the foreign address includes a 'province' the province must be entered on the last address line.	ECR.04 Updates to Patient Demographics TCR.16 Addresses for Special Circumstances

4.0 Provider Registry Business Interactions

4.1 Overview

The Provider Registry is the authoritative registry of British Columbia healthcare providers' demographic and professional information (e.g., name, identifiers, demographics, expertise, contact and licensing status). The registry supports activities such as patient referrals and informal consultations between care providers. This information can also be used to maintain internal provider directories within the health sector. EPRMP.01

The Provider Registry receives its provider information from professional colleges and regulatory bodies, such as:

- BC Association of Clinical Counselors;
- College of Chiropractors of BC;
- College of Dentists of BC;
- College of Midwives of BC;
- College of Pharmacists of BC (CPBC);
- College of Physician & Surgeons of BC (CPSBC);
- College of Psychologists of BC;
- College of Registered Nurses of BC; and
- College of Social Workers of BC.

For each provider, the Provider Registry contains information that includes personal demographics, College Identifier, Ministry Practitioner Identifier (MPID), license status, expertise, business contact, and work location. However, the Provider Registry only returns the specific provider data fields to a particular POS as specified within the Information Sharing Agreements between the associated professional College and the ministry. Specific 'data permissions' are set within the Provider Registry.

The Provider Registry can be the sole source of provider information used by a POS application or be used to complement existing retained provider information.

Potential uses of Provider Registry 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 Provider Registry from a POS:

- Real-time query (recommended): A query is sent directly to the Provider Registry to either search for, or to retrieve, a specific provider. This method is described in the 'Query Provider' interaction below.
- Automated distribution: The provider information resides at the POS system and the Provider Registry automatically sends additions and updates to the POS system to keep its information current. This method is described in the 'Add or Update Provider Notification' interaction below.

One or both of these methods can be utilized. A scenario for using both methods is if a POS system chooses to retain provider information for specific colleges (e.g., CPSBC) locally, while accessing the Provider Registry directly for provider information from other colleges (e.g., non-physician).

4.2 Query Provider

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

4.2.1 Transactions

- Query Provider Details – R2.1

4.2.2 Associated Business Interactions

The typical context of this business interaction is:

- Query Provider

4.2.3 Business Rules

Table 8 Query Provider Business Rules

<table>
<tr><th>#</th><th>Rule</th><th>Education & Training Reference</th></tr>
<tr><td>PR1.1</td><td>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
Surname
First Name
City
Provider Role Type</td><td>Provider identifier and
corresponding College identifier type;
or
Ministry Practitioner ID (MPID), and
Type</td></tr>
</table>
Note: The Provider Registry uses wide search parameters to ensure all possible results are returned. If you search by attributes (i.e., role type, name and city) rather than an identifier (college ID or practitioner ID) you could receive up to 50 responses.</td><td>EPRMP.02
TPRMP.02
TPRMP.03</td></tr>
<tr><td>PR1.2</td><td>No Candidate Returned
If no candidates are returned, the search must be refined using additional or corrected search criteria.
Note:
1. no candidates returned may be a result of a typographical error.</td><td>EPRMP.02
TPRMP.03</td></tr>
<tr><td>PR1.3</td><td>Selecting the Provider
There must be a business or clinical prerequisite to search and select providers. General browsing is not permitted.</td><td>EPRMP.01
TPRMP.01</td></tr>
<tr><td>PR1.4</td><td>Inaccurate or Suspect Data
Any inaccurate or suspect data must be reported to the Registries Line of Business Help Desk at:
250-952-9137 or
VSA.PRSADMIN@gov.bc.ca</td><td>EPRMP.01
EPRMP.05
TPRMP.01</td></tr>
<tr><td></td><td>Note: Historical Name Query
Results from the Provider Registry query will be matched to historical records (e.g., prior addresses and previous names) and the current information will be returned.</td><td>EPRMP.02</td></tr>
</table>

#	Rule	Education & Training Reference
	Note: **Non-Case Sensitive Search Values** Search values are not case sensitive. Information can be entered in upper, lower, or mixed case and results will be returned.	EPRMP.02
	Note: Confidential Records If the provider's *Confidentiality Flag* is set in Provider Registry, the message "this record is confidential" will be displayed.	
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).	EPRMP.02 TPRMP.03
PR1.6	**Ministry Practitioner ID (MPID) Use** A MPID provided by the Provider Registry must not be used for any purpose other than billing or to support the referral process. Notes: 1. Legislation limits the use of the MPID for health insurance purposes only.	EPRMP.01 TPRMP.01
PR1.7	**Multiple Results** When multiple results are received you must open each one and compare the detailed information (e.g., address or telephone number) to ensure you select the correct record. Note: 1. When you receive the results they will be sorted by Role Type and then by Surname.	EPRMP.02 EPRMP.04 TPRMP.??

4.3 Provider Work Location Updates

The Provider Registry contains provider work location information. When a provider work location is added or an existing one is updated, the Provider Registry automatically initiates a system to system interaction to send details of the additions and updates to subscribing POS systems 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 PR.

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 Provider Registry does not guarantee the accuracy or the currency of the information provided by these multiple sources.

4.3.1 Transactions

- Update Provider

4.3.2 Associated Business Interactions

The typical context of this business interaction is as follows:

- Query Provider
- Update Provider Work Location

4.3.3 Update Provider Work Location Business Rules

The POS application will automatically trigger a query prior to a work location update. The rules in this table apply to updating the provider work location.

Table 9 Update Provider Work Location Business Rules

#	Rule	Education & Training Reference
PR2.1	**Minimum Data for New Work Location** To add a new Work Location the following minimum data must be entered: • Purpose (choose HID- Health Information Distribution; • Location Name (e.g., Victoria Clinic); and • Location Name Effective Start Date. Optionally, one or more of the following can be entered: • Addresses; • Telecommunication numbers (e.g., telephone and fax); • Electronic addresses (e.g., email address or website); and • Effective Start Date (for each of the above).	EPRMP.03 TPRMP.05
PR2.2	**Update or Cease Work Location Data** To update or cease existing work location data the following must be provided: • the new data (e.g., work location name, address, telecommunication number, or electronic address); • the new 'Effective Start Date' for each data element being changed; • an 'Effective End Date' for each data element being ceased; and • an 'End Reason Code' of • CHG (for changed data blocks) or • CEASE (for ceased data blocks).	EPRMP.04 TPRMP.05 TPRMP.06 TPRMP.07
PR2.3	**Cease Entire Work Location** To cease an entire Work Location the following must be provided: • an 'Effective End Date' for the Work Location set to the current or a future date (i.e., not in the past); and • an 'End Reason Code' of CEASE.	EPRMP.04 TPRMP.07
PR2.4	**Update vs. Viewing Work Location** Users are able to update Work Locations added by their own source, but may only view the Work Locations added by other sources. Notes: 1. There may be multiple Sources for Work Location records (e.g., PHSA and other medical practice POS).	EPRMP.04 TPRMP.05 TPRMP.06 TPRMP.07

#	Rule	Education & Training Reference
PR2.5	**Work Location Contact Information** There must be only one of each of the following business contact elements in the Work Location record; a second element of the same type must not be added. • Physical address • Mailing address • Telephone number • Cellular (mobile) number • Fax number • Email address • Website address Note: 1. The communication purpose type of 'BC – Business Contact' is preferred, however either of these can be used: • 'BC – Business Contact' or • 'HC – Home Contact'.	EPRMP.03 TPRMP.04 TPRMP.05 TPRMP.06
PR2.6	**No Duplicate Work Location** Work locations must not be added when 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.	EPRMP.04 TPRMP.04
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).	EPRMP.04 TPRMP.05 TPRMP.06
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 Registries Line of Business Help Desk at: • 250-952-9137 or • VSA.PRSADMIN@gov.bc.ca	EPRMP.03 EPRMP.05 TPRMP.09

Appendix A: Canada Post Addressing Standards

The Canada Post Addressing Standards must be followed to ensure correct addressing standards are used when sending or uploading designated addresses to a Ministry system.

Addressing Rules

Canada Post Addressing Standards must be used when a POS user enters designated addresses into a PoS application that are subsequently sent or uploaded to a Ministry application. The addresses these rules apply to are in 'Volume 3 – Transactions by Business Interaction' (note: separate volumes are provided for each PoS system within the scope of the Conformance Standards).

The following list of business rules provides the Canada Post Addressing Standards that users must adhere to in order to correctly send or upload an address to Ministry systems. Some of the rules refer to 'line 1' or 'line 2' which reflects the usual structure of a physical or mailing address. In most cases Address 'Line 1' will be used to enter the street address and Address 'Line 2' will be used for other designations (e.g. Rural Route or PO Box). For clarity please review the rules and the examples given in the following section.

#	Rule
Add.1	Use these Canada Post Addressing standards when capturing a permanent physical or permanent mailing address.
Add.2	Address line 1, the city and the province fields must be completed.
Add.3	Do not use special characters such as # , : ; ( ) in the address fields
Add.4	Use – (dash) to connect apartment number to street number.
Add.5	Many rural areas have a civic address and a "rural route" address. In this case, the civic address must be captured in line 1 and the rural address in line 2.
Add.6	The city and province must be in separate fields.
Add.7	Use abbreviations for the street type and the province (i.e. use St not Street, Ave not Avenue, Rd not Road. Use BC, AB, SK etc. for the province).
Add.8	Do not enter neighbourhood/municipality specific information in the address lines (e.g. for a Victoria address, do not add a municipality such as Oak Bay or a neighbourhood such as James Bay).
Add.9	Use the full name of a street address. Do not the slang or abbreviated name (e.g. use Patricia Bay Hwy not Pat Bay Hwy).

#	Rule
Add.10	Always enter the postal code in the correct alphanumeric format. Note: The Postal Code is a six-character uniformly structured, alphanumeric code in the form "ANA NAN" where "A" represents an alphabetic character and "N" represents a numeric character.
Add.11	Use punctuation only where you know it is a standard part of the address (e.g. St. Andrew's Way);
Add.12	The use of Country Codes are optional but, if included, they must conform to ISO 3166 – Country Codes.
Add.13	All international addresses must have the name of the country on the last entry of the address.
Add.14	Additional address information (e.g. Attention or C/O John Smith) must be put in the first address line.
Add.15	Information such as: Bsmt, Upper, Lower, or Pad#, must be put above the street address. In the rare case where there is also a C/O address, the C/O goes in address line 1, the BSMT or Upper or Lower or Pad# would go in address line 2 and the street address would go in address line 3.
Add.16	If the address is a post office box number it must be placed on the line above municipality, province and postal code. A post office box must only be associated with a mailing address, not the physical location of where a person resides.

Address Examples

The following are examples of valid addresses.

Examples - Canadian Urban Addresses
10-2202 Cornwall Ave (Not #10-2202) Vancouver BC
1145 Kingsway Vancouver BC
439 11TH St E (Not East 11th Street) North Vancouver BC (Not N. Van)
405 North Rd Coquitlam BC

Examples - Canadian Urban Addresses
10-123 Main St NW Montreal QC

Examples - Canadian Rural/Postal Addresses
2765 7th Concession RR 8 Stn Main Millarville AB
4145 Steward Rd PO Box 4001 Stn Yarrow Main Chilliwack BC

Examples US Addresses
4417 Brooks St NE Washington DC US
200 Madison Suite 2300 Chicago IL US

Examples - Foreign Address
2-2-29 Raidencho Kounosu *Saitama JP (Always enter City name)*
Stotsmarken 18 DK-2970 Horsholm DK
138 Tiyu Road E Tianhe District Guangzhou CN