

The EMR Connection

Enrolment Questions and Answers

The Home Clinic team is available to provide support about all activities related to being a Home Clinic. Here are some common questions and answers that align with best practices for patient enrolment. Review [Manitoba Health's website](#) for more information.

What are the different types of patient enrolment?

Patients may be enrolled using Active or Passive enrolment. Active patient enrolment is best practice as it involves direct communication with the patient. Patient communication templates are available in the [Home Clinic Toolkit](#). Passive enrolment does not involve communication with the patient and may be identified via analysis of EMR data. This was common at the initiation of the Home Clinic initiative and is no longer a regular practice.

How do I enrol a newborn?

Newborns should only be enrolled once they receive their own unique PHIN from Manitoba Health.

See the important information about newborn enrolment below.

What do I need to know about submission of the Primary Care Data Extract (PCDE)?

Regular and timely submission of the PCDE is a requirement for Home Clinics as outlined in the [Home Clinic Criteria](#). Most clinics using a Certified EMR submit the PCDE via a streamlined electronic process. Clinics not using a Certified EMR must submit via a manual process. The PCDE provides information required for eligible providers to claim applicable Family Medicine tariffs. Learn more on [Manitoba Health's website](#).

Is patient enrolment information shared with other providers?

Authorized users with the appropriate access can review enrolment information in eChart Manitoba. Home Clinic and enrolment information for all enrolled patients is available in the Clinical Documents section. If present, enrolment details may also be available within Home Clinic Client Summary documents in the Primary Care folder in eChart.

What happens if I use an older date to enrol a patient?

Enrolment rules dictate that a patient can only be enrolled to one Home Clinic. When different clinics submit enrolment for the same patient, the most recent active enrolment date supersedes the others and de-enrolments will be sent to other clinics. Learn more in this [Manitoba Health Enrolment Best Practices](#) document.

Our Home Clinic is not using the Enrolment Service. What do we need to know about enrolment activities?

If you use a Manitoba Certified EMR you will use the [Primary Care Data Extract to submit enrolment](#). In most cases, you will be able to submit electronically depending on the certification status of your EMR.

If you are not using an EMR that is Manitoba Certified, you will need to enrol patients directly in the Home Clinic Portal.

When I enrol a patient, what dates should I use?

Enrolment practices have not changed since the Home Clinic initiative began in 2017. Best practice is to use the start date that reflects when you had an active enrolment conversation with your patient.

Where can I see a list of enrolled patients for our Home Clinic?

The Home Clinic Portal has several reports that can provide details, including information such as counts, enrolment method, dates, patient information and associated Most Responsible Provider. *See the [Enrolment Resources](#) section below for more information.*

How will we know if one of our enrolled patients chooses to enrol with another Home Clinic?

If the patient chooses to change Home Clinics, a new and more recent active enrolment will be submitted by the new Home Clinic. That new enrolment will supersede the prior active enrolment submitted by your Home Clinic. You will be notified if this occurs. If your Home Clinic uses the Enrolment Service you will receive notification in the EMR. If you do not use the Enrolment Service, your Home Clinic should be monitoring the Home Clinic Portal for important notifications to support maintenance of current and accurate enrolment records.

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Important information about newborn enrolment

As of June 4, 2024, the Home Clinic Portal will no longer accept patient enrolment using a nine zero PHIN (000 000 000). Although this is an acceptable registration practice in EMRs for newborns as a placeholder, enrolment should take place only after the newborn has been assigned their own unique PHIN from Manitoba Health. Home Clinics who attempt to enrol using a nine zero PHIN will receive an [enrolment rejection and an associated message](#) indicating an invalid identifier was used.

Enrolment Resources

Access the following online resources to better understand enrolment practices:

<p>Family Medicine Plus Tariffs – Home Clinic Guidance re: Enrolment Best Practices (Manitoba Health resource)</p>	<ul style="list-style-type: none"> • Key concepts for Home Clinics • Enrolment best practices • Newborn enrolment • Impacts of inappropriate enrolment • Understanding and reducing enrolment conflicts • EMR integrations that support enrolment • Family Medicine Plus tariff information
<p>The EMR Connection – January to March 2024 edition</p>	<ul style="list-style-type: none"> • Enrolment best practices • Home Clinic Toolkit online resources • Family Medicine Plus tariff information
<p>Home Clinic Toolkit</p>	<ul style="list-style-type: none"> • EMR Optimization Modules • FAQs • Customizable patient communications • Quick reference guides and tip sheets • eLearning quick videos
<p>Enrolment Reports</p>	<ul style="list-style-type: none"> • Quick Reference Guide – Generating a list of enrolled clients • <i>Enrolled Clients by Provider Association – Summary</i> available as a scheduled report in the Home Clinic Portal <ul style="list-style-type: none"> • Follow our Generate Home Clinic Portal Reports guide • Primary Report for Home Clinics <ul style="list-style-type: none"> • Sent to Home Clinics quarterly from Manitoba Health • Includes enrolment trending and by provider counts • Learn more by watching our quick eLearning video
<p>Contact your assigned Home Clinic Liaison at Shared Health</p> <p>Training on enrolment is available</p>	<ul style="list-style-type: none"> • Staff in your clinic who manage enrolment will have the contact information for your assigned Home Clinic Liaison; or • Contact the Home Clinic team at Phone 204-926-6010, Toll free 1-866-926-6010 or homeclinic@sharedhealthmb.ca. • New staff responsible for enrolment? Your assigned Home Clinic Liaison can provide training to new staff or existing staff to support best practice and efficient workflows.

Changing EMR vendor or moving your clinic's location?

To reduce the risk of interruptions to Shared Health services (e.g. eChart Manitoba, eHealth_hub, Home Clinic Portal access) clinics should submit the completed [Private Clinic Change form](#), a minimum of six (6) weeks prior to changes that include:

- Ownership or legal name
- EMR Vendor
- Internet service provider
- Moving a clinic to another location