

Home Clinic: Deceased Client Information

This quick reference contains instructions for accessing enrolment records that require attention due to a client's deceased status. This includes enrolment records that were rejected, automatically de-enrolled or flagged for review based on Home Clinic Portal processing rules. Home Clinic Portal users may review specific details related to these records prior to correcting the data in their EMR. Refer to our Enrolment Reason Code Definitions [hc-enrolment-reason-code-definitions.pdf \(sharedhealthmb.ca\)](https://sharedhealthmb.ca/files/hc-enrolment-reason-code-definitions.pdf) for more information.

There are four related Enrolment Reason Code Definitions:

RCDE – Client Deceased

Your Home Clinic submitted an enrolment that was not processed due to the client being deceased. Mark the client as deceased in the EMR and **remove the enrolment**.

DCDE – Client Deceased

Your Home Clinic had an enrolment for a client that is now deceased. **De-enrol the client in the EMR** using the given Deceased Date as the Enrolment End Date and include the reason as Deceased for de-enrolment.

NCDU – Client Deceased Information Update

Your Home Clinic had a historical enrolment for the client that is now deceased. Mark the client as deceased in the EMR (you will receive this notification for all existing enrolments for deceased clients as well as for any deceased client who was previously enrolled to your Home Clinic, or for any corrections to Death Date).

NCER – Client Enrolment Reinstated,

Client was incorrectly noted as deceased and this status has now been reinstated to not deceased. **Re-enrol the client in the EMR**.

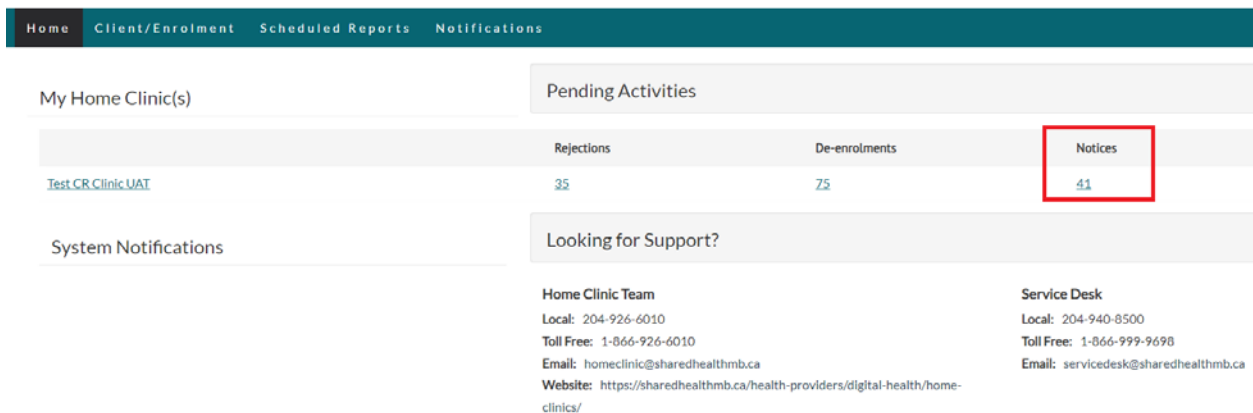
If your Home Clinic has implemented the Enrolment Service, you will receive remediation messages directly in your EMR. To access them in the Home Clinic Portal, please access via Pending Activities <https://sharedhealthmb.ca/files/home-clinic-remediate-enrolment.pdf>. The enrolment reason codes will assist you with correcting the date in your EMR.

Home Screen – **Notices** column

Under Pending Activities section of the Home screen, the **Notices** column displays the number of notices received for each Home Clinic.

The Pending Activities screen can be accessed by clicking on the number of notices.

Home Clinic Portal



The screenshot shows the Home Clinic Portal interface. At the top, there is a navigation bar with 'Home', 'Client/Enrolment', 'Scheduled Reports', and 'Notifications'. Below this, the 'My Home Clinic(s)' section displays a table with columns for 'Rejections', 'De-enrolments', and 'Notices'. The 'Notices' column for 'Test CR Clinic UAT' is highlighted with a red box and shows the number '41'. Below the table, there is a 'System Notifications' section and a 'Looking for Support?' section with contact information for the Home Clinic Team and Service Desk.

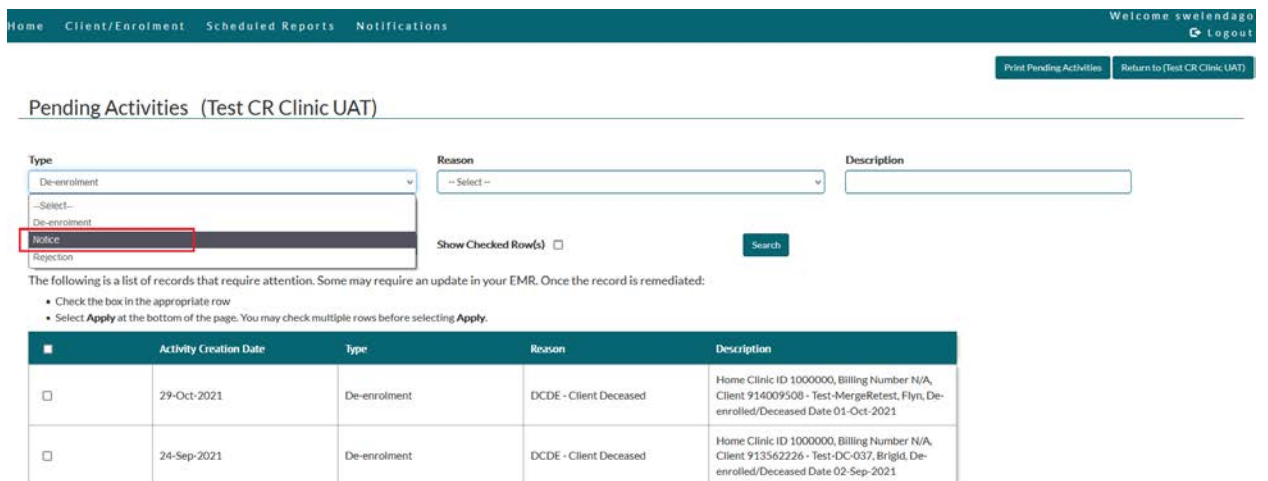
| My Home Clinic(s) | Rejections | De-enrolments | Notices |
|------------------------------------|------------|---------------|---------|
| Test CR Clinic UAT | 35 | 75 | 41 |

Home Clinic Team
Local: 204-926-6010
Toll Free: 1-866-926-6010
Email: homeclinic@sharedhealthmb.ca
Website: https://sharedhealthmb.ca/health-providers/digital-health/home-clinics/

Service Desk
Local: 204-940-8500
Toll Free: 1-866-999-9698
Email: servicedesk@sharedhealthmb.ca

Pending Activities Screen

- Type – drop-down menu lists the **Notice** type



The screenshot shows the 'Pending Activities (Test CR Clinic UAT)' screen. At the top, there is a navigation bar with 'Home', 'Client/Enrolment', 'Scheduled Reports', and 'Notifications'. Below this, there are buttons for 'Print Pending Activities' and 'Return to (Test CR Clinic UAT)'. The main content area has a search filter for 'Type' with a dropdown menu. The 'Notice' option is highlighted with a red box. Below the search filter, there is a table of pending activities with columns for 'Activity Creation Date', 'Type', 'Reason', and 'Description'. The table contains two rows of data.

Pending Activities (Test CR Clinic UAT)

The following is a list of records that require attention. Some may require an update in your EMR. Once the record is remediated:

- Check the box in the appropriate row
- Select **Apply** at the bottom of the page. You may check multiple rows before selecting **Apply**.

| | Activity Creation Date | Type | Reason | Description |
|--------------------------|------------------------|--------------|------------------------|---|
| <input type="checkbox"/> | 29-Oct-2021 | De-enrolment | DCDE - Client Deceased | Home Clinic ID 1000000, Billing Number N/A, Client 914009508 - Test-MergeRetest, Flynn, De-enrolled/Deceased Date 01-Oct-2021 |
| <input type="checkbox"/> | 24-Sep-2021 | De-enrolment | DCDE - Client Deceased | Home Clinic ID 1000000, Billing Number N/A, Client 913562226 - Test-DC-037, Bridgid, De-enrolled/Deceased Date 02-Sep-2021 |

- Reason – drop-down menu lists the new de-enrolment, rejection and notices related to deceased clients.
 - Search for de-enrolment reason **DCDE – Client Deceased**

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendago Logout

[Print Pending Activities](#) [Return to \(Test CR Clinic UAT\)](#)

Pending Activities (Test CR Clinic UAT)

Type: De-enrolment Reason: -- Select -- Description:

From: 16-Sep-2021 To: 15-Dec-2021

The following is a list of records that require attention. Some may require an u

- Check the box in the appropriate row
- Select **Apply** at the bottom of the page. You may check multiple rows before selecting **Apply**.

| | Activity Creation Date | Type | Reason | Description |
|--------------------------|------------------------|--------------|------------------------|---|
| <input type="checkbox"/> | 29-Oct-2021 | De-enrolment | DCDE - Client Deceased | Home Clinic ID 1000000, Billing Number N/A, Client 914009508 - Test-MergeRetest, Flynn, De-enrolled/Deceased Date 01-Oct-2021 |
| <input type="checkbox"/> | 24-Sep-2021 | De-enrolment | DCDE - Client Deceased | Home Clinic ID 1000000, Billing Number N/A, Client 913562226 - Test-DC-037, Brigid, De-enrolled/Deceased Date 02-Sep-2021 |

- De-enrolment Detail screen can be accessed by clicking on one of the results within the searched Pending Activities.

De-enrolment Detail - 24-Sep-2021 ✕

Client Name: Test-DC-037, Brigid **De-enrolment Reason:** DCDE - Client Deceased
PHIN: 913562226 **De-enrolment Date:** 02-Sep-2021

MHRN: **Home Clinic Name:** Test CR Clinic UAT
Date of Birth: 15-May-1952 **Home Clinic Identifier:** 1000000
Administrative Sex: Unknown **EMR:** ChartStar
Provider Name:
Provider Billing Number:

[OK](#)

- Search for notice reason **RCDE – Client Deceased**

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendagoda Logout

Print Pending Activities Return to Test CR Clinic UAT

Pending Activities (Test CR Clinic UAT)

Type: Rejection

From: 16-Sep-2021 To: 15-Dec-2021

The following is a list of records that require attention. Some may require an u

- Check the box in the appropriate row
- Select **Apply** at the bottom of the page. You may check multiple rows before select

| | Activity Creation Date | Type |
|--------------------------|------------------------|-----------|
| <input type="checkbox"/> | 06-Oct-2021 | Rejection |

Page 1 (of 1)

Reason dropdown menu items:

- Select --
- Select --
- RASP - Active Suspension Passive
- RCDE - Client Deceased**
- RCIT - Client Identifier Type Invalid
- RCLL - Client Unidentifiable
- RDCR - Data Correction Required
- RDOB - Enrolment Start Date before Date of Birth
- REXA - Existing Active Enrolment
- RFEF - Future End Date
- RFSD - Future Start Date
- RHCJ - Home Clinic Unidentifiable
- RHED - Historical End Date
- RESD - Historical Start Date
- RVP - Invalid Provider
- RPEC - Passive Enrolment Conflict
- RSEO - Start and End Date Order

Description: 0, Client 955334126 - Deceased Date 25-

Click Apply to remove checked rows from your Pending Activities

- Rejection Detail screen can be accessed by clicking on one of the results within the searched Pending Activities.

Rejection Detail - 06-Oct-2021

Client Name: CancelCode, Pinenut **Rejection Reason:** RCDE - Client Deceased
PHIN: 955334126 **Deceased Date:** 25-Aug-2016

MHRN: **EDTR Clinic Identifier:**
Date of Birth: 20-Apr-1986 **Home Clinic Name:** Test CR Clinic UAT
Administrative Sex: Female **Home Clinic Identifier:** 1000000
EMR: ChartStar
Provider Name:
Provider Billing Number:

OK

- Search for rejection reason **NCDU – Client Deceased Information Update** or **NCER – Client Enrolment Reinstated**

Pending Activities (Test CR Clinic UAT)

Type: Reason: Description:

From: To: Reason:

The following is a list of records that require attention. Some may require an update in your EMR. Once the record is remediated:

- Check the box in the appropriate row
- Select **Apply** at the bottom of the page. You may check multiple rows before selecting **Apply**.

| <input type="checkbox"/> | Activity Creation Date | Type | Reason | Description |
|--------------------------|------------------------|--------|---|---|
| <input type="checkbox"/> | 29-Oct-2021 | Notice | NCDU - Client Deceased Information Update | Home Clinic ID 1000000, Client 914009508 - Test-MergeRetest, Flynn, Deceased Date 01-Oct-2021 |
| <input type="checkbox"/> | 24-Sep-2021 | Notice | NCDU - Client Deceased Information Update | Home Clinic ID 1000000, Client 913562226 - Test-DC-037, BrigId, Deceased Date 02-Sep-2021 |
| <input type="checkbox"/> | 23-Sep-2021 | Notice | NCDU - Client Deceased Information Update | Home Clinic ID 1000000, Client 955334154 - CancelCode, Macadamia, Deceased Date 14-May-2021 |
| <input type="checkbox"/> | 16-Sep-2021 | Notice | NCDU - Client Deceased Information Update | Home Clinic ID 1000000, Client 906186597 - Test-DC-033, Cedric, Deceased Date Removed |

- Notice Detail screens can be accessed by clicking on one of the results within the searched Pending Activities.

Notice Detail - 30-Sep-2021 ✕

Client Name: DC-TestC2-107, Ella **Notice Reason:** NCER - Client Enrolment Reinstated

PHIN: 901411204 **Enrolment Start Date:** 09-Mar-2020

MHRN: **Home Clinic Name:** Dr. Marc Susser Medical Corporation

Date of Birth: 22-Jul-1945 **Home Clinic Identifier:** 1000003

Administrative Sex: Female **EMR:** Test1

Provider Name: Test10, Test10

Provider Billing Number: 09833

Notice Detail - 29-Oct-2021

| | |
|---|---|
| Client Name: Test-MergeRetest, Flynn | Notice Reason: NCDU - Client Deceased Information Update |
| PHIN: 914009508 | Deceased Date: 01-Oct-2021 |
| MHRN: | Home Clinic Name: Test CR Clinic UAT |
| Date of Birth: 01-Nov-1954 | Home Clinic Identifier: 1000000 |
| Administrative Sex: Male | EMR: ChartStar |
| | Provider Name: |
| | Provider Billing Number: |

OK

- When the NCDU is generated due to death date removal, the Deceased Date will be shown as **Removed**

Notice Detail - 16-Sep-2021

| | |
|---|---|
| Client Name: Test-DC-033, Cedric | Notice Reason: NCDU - Client Deceased Information Update |
| PHIN: 906186597 | Deceased Date: Removed |
| MHRN: | Home Clinic Name: Test CR Clinic UAT |
| Date of Birth: 11-May-1952 | Home Clinic Identifier: 1000000 |
| Administrative Sex: Female | EMR: ChartStar |
| | Provider Name: |
| | Provider Billing Number: |

OK

Client Search Screen

- The new search criteria, Client Status check boxes allow searching Active and/or Deceased clients
- By default the Active checkbox is selected

Home Clinic Portal

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendagod Logout

Search Client

PHIN: Last Name: Administrative Sex: --Select--

MHRN: First Name: Client Status*: Active Deceased

Other Identifier: --Select-- Date of Birth: DD-Mon-YYYY

Other Identifier Value:

Search Clear Add

- Under search results table of the Client Search screen, the new Client Status column shows the status of each client searched.

Home Clinic Portal

Home | Client/Enrolment | Scheduled Reports | Notifications | Welcome swelendagoda | Logout

Search Client

PHIN: Last Name: Administrative Sec:

MHRN: First Name: Client Status*: Active Deceased

Other Identifier: Date of Birth:

| Name | Identifier | DOB | Administrative Sex | Client Status |
|------------------------|---------------------------------|-------------|--------------------|---------------|
| CpStest1, Cathy | PHIN: 909746765 | 09-Jul-1975 | Female | Active |
| CPStest2, Jimmy | PHIN: 918855014 | 07-Jul-1999 | Male | Active |
| CRUpgradeTest, James | PHIN: 114421037 | 31-Dec-2003 | Male | Active |
| DC-TestC2-001, Elnora | PHIN: 917865509 | 24-Apr-1963 | Female | Deceased |
| DC-TestC2-002, Hoa | PHIN: 911913486 MHRN: 332111 | 05-Aug-2009 | Male | Active |
| DC-TestC2-003, Larissa | PHIN: 911765142 | 03-Apr-1970 | Female | Deceased |
| DC-TestC2-004, Natalie | PHIN: 901473093 | 27-May-1985 | Male | Active |

Client Details Screen

- If the client's status is Deceased, the title shows as **Client Details (Deceased)**
- New Client Status and Client Status Date fields have been added

Client Details (Deceased)

Client: DC-TestC2-001, Elnora Phone: PHIN: 917865509
 Date of Birth: 24-Apr-1963 Address: Alberta MHRN:
 Administrative Sec: Female

Client Status: Deceased
 Client Status Date: 15-May-2021

Enrolment History | Client Status History

As of: Today Include Corrected History [Enrolment Wizard](#)

| Home Clinic Name | Enrolment Dates | Status | Provider | Client Provider Relationship Dates |
|------------------|---|-------------|----------|------------------------------------|
| Not Authorized | Start: 01-May-2021 Active: 01-May-2021 End: 15-May-2021 | De-enrolled | | |

Client Status History

The Client Status History table shows the details of client's status changes for all clients.

Client Status History will provide changes to Client status and the associated date. This history is useful and should be used in situations when there are corrections to Client's Death Date which impacted enrolment.

Client Details (Deceased)

Client: DC-TestC2-005, Cheryl
Date of Birth: 15-Dec-1963
Administrative Sex: Male
Client Status: Deceased
Client Status Date: 03-Aug-2021

Phone:
Address: Manitoba

PHIN: 917814914
MHIRN: 222444

Enrolment History **Client Status History**

| Modified Date | Modified By | Client Status | Client Status Date |
|---------------|--------------------|---------------|--------------------|
| 16-Aug-2021 | sysadmin | Deceased | 03-Aug-2021 |
| 13-Aug-2021 | admin-swelendagoda | Active | 13-Aug-2021 |

Enrolment Wizard

Clients in Deceased status only have **Historical Enrolment** and **Data Correction** options available in the Enrolment Wizard.

Enrolment Wizard

Historical Enrolment

Data Correction

DC-TestC2-005, Cheryl: 917814914

Please select a wizard option listed to the left

For data correction, please contact the home clinic team
Local: 204-926-6010
Toll Free: 1-866-926-6010
Email: homeclinic@sharedhealthmb.ca

Close

Scheduled Reports - Changes to existing reports

There have been changes to the following Scheduled Reports in order for your Home Clinic to view a summary total of de-enrolment of deceased clients or a detailed list by Most Responsible Provider of de-enrolment of deceased clients. Please view our QRG on accessing Scheduled Reports for your Home Clinic <https://sharedhealthmb.ca/files/home-clinic-generate-reports.pdf>. Below is how the deceased client information appears in the two Scheduled Reports;

1) Client Auto De-enrolment by MRP – Detail

Client Auto De-enrolment by MRP - Detail

Report Parameters: Home Clinic ID:
12-Dec-2021 08:57:43 PM
Report Run Date / Time:

| Home Clinic Name | Home Clinic Identifier | Provider Billing ID | Provider Name | Rejection Code / Reason | | Identifier(s) | Client Name | | | Date Of Birth | Admin Sex |
|------------------|------------------------|---------------------|---------------|-------------------------|-----------------|-------------------|---------------|-------------|--------|---------------|-----------|
| | | | | | | | Last | First | Middle | | |
| | | None | None | RCDE | Client Deceased | 903729530 - JHNMB | Dore | Test-DC-046 | | 1987-Apr-28 | F |
| | | | | RCDE | Client Deceased | 906186597 - JHNMB | Test-DC-033 | Cedric | | 1952-May-11 | F |
| | | | | RCDE | Client Deceased | 906186597 - JHNMB | Test-DC-033 | Cedric | | 1952-May-11 | F |
| | | | | RCDE | Client Deceased | 906186597 - JHNMB | Test-DC-033 | Cedric | | 1952-May-11 | F |
| | | | | RCDE | Client Deceased | 911718433 - JHNMB | DC-TestC2-007 | Raul | | 1971-Jan-07 | F |
| | | | | RCDE | Client Deceased | 918242582 - JHNMB | DC-TestE2E008 | Jane | | 1953-Aug-05 | F |

2) Client Auto De-enrolment – Summary

Client Auto De-enrolment - Summary - On Demand

| Home Clinic Name | Home Clinic Identifier | Active Supersedes Passive | More Recent Active | Passive Enrolment Conflict | De-enrolment Same Start and End Date | Client Deceased |
|------------------|------------------------|---------------------------|--------------------|----------------------------|--------------------------------------|-----------------|
| HC Test 6 for OR | 1000069 | 0 | 3 | 0 | 0 | 4 |

For questions and assistance with the Home Clinic Portal or patient enrolment, please contact your [HOME CLINIC LIAISON](#) or the Home Clinic team at 204-926-6010, 1-866-926-6010 or homeclinic@sharedhealthmb.ca.