Shared health Soins communs Manitoba

# Client Registry Query Service for EMRs FAQ

## 1. What is Client Registry?

The provincial Client Registry creates and maintains a record of demographic and identification information of individuals who receive health care in Manitoba.

Client Registry allows an authorized health-care provider to correctly match their health record to the correct individual. Coordination and confidence in an individual's health information enables health-care providers to make informed and timely decisions about an individual's health care. Client Registry can also provide improvements to related health-care processes such as billing or demographic management.

## 2. What is the Client Registry Query Service?

The Client Registry Query Service is an eHealth_hub service that provides a secure integration between EMRs and the provincial Client Registry (CR) providing the ability to search and download identification and demographic information from CR into local EMRs.

## 3. What are the benefits of having Client Registry integrated with my EMR?

The benefits of using the Client Registry Query Service include:

- Reduces average time to register a new client
- Improves client identification due to robust search capabilities, increasing patient safety
- Improves data quality with less manual entry of new or updated information
- Improves cost recovery by alerting EMR users of current insurance status so they can request alternate payment methods where required
- Reduces billing rejections with PHIN validation
- Improves ability to contact clients for appointments with most current info available
- Notifications of a deceased patient appear on the results of a look-up if available
- Assists with the management of duplicate records

## 4. What are the benefits of using Client Registry Query Service vs iReg Viewer?

iReg viewer allows authorized users to access health coverage information for Manitoba residents. The information within iReg is also contained within Client Registry. There are many benefits to using Client Registry over the iReg viewer:

- Users do not have to log into a separate application
- Users do not have to perform a secondary search in another application for the same patient
- Clinics do not have to manage user access requests once the EMR is enabled
- Access to more up to date information
- Less manual entry for new or updated information
- Alerts EMR users of current insurance status so they can request alternate payment methods where required
- Access to timely death information is more readily available

- Notifications of a deceased patient appear on the results of a look-up if available
- Availability of phone numbers

## 5. What are the prerequisites to get this service?

You must be using an EMR authorized to offer the Service to their customers. If you are using a Manitoba Certified EMR you can determine your EMR vendor's status on the Shared Health website.

## 6. How do I request the Client Registry Query Service?

If your EMR is authorized to offer the Service, clinics can use the eHealth_hub Site Intake Form to make their request. If you are a registered primary care Home Clinic, you can also contact your Home Clinic Liaison for support.

Upon receipt of your request, you will be contacted by Digital Shared Services, Shared Health to confirm eligibility. Once eligibility status is confirmed, clinics should expect an implementation timeline of four to six weeks. Clinics with no pre-existing eHealth_hub services may require more time.

## 7. What type of training is available?

Once authorized to offer the Service to its customers, your vendor will have developed training material specific to the use of the Client Registry Query Service in your EMR product. Digital Shared Services, Shared Health also has materials that will assist clinics with searching and selecting the correct clients when using the Client Registry Query Service. An informational video on the service can be found on our website.

## 8. Who do I contact for assistance with using the Client Registry Query Service?

Your EMR vendor is your first point of contact. If they cannot resolve the issue, contact the Shared Health Service Desk using the following information as a guide:

### High priority requests

Please ensure that you contact the Shared Health Service Desk by phone for higher priority requests:

- Phone: (204) 940-8500
- Toll-free: 1-866-999-9698

### Non-critical issues

Contact the Shared Health Service Desk by email or fax for non-critical issues:

- Email: servicedesk@sharedhealthmb.ca
- Fax: (204) 940-8700