

Entering Address Details in Patient Management

When completing patient details in Patient Management, there are three types of addresses:

1. **Residential Address:** the address of the patient's home.
2. **Mailing Address:** the address to where all correspondence gets sent.
3. **Temporary Address:** the address where a patient's family is staying temporarily whilst the patient is receiving treatment at the hospital. (Applying to families from country areas, interstate and overseas.)


In addition, there four choices to enter an address into the system:

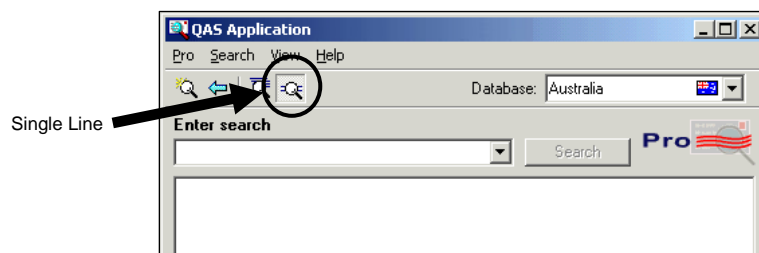
1. **QAS** **Quick Address System** – this setting is used for entering all addresses except CAFAT and overseas addresses. The **Address Help** button must be used to search and enter the address.
2. **CAFAT** Selecting CAFAT will automatically complete all address fields to accommodate to the standard entry of an overseas address, setting the Country field to New Caledonia. The mailing address will be set to display the CAFAT office in Sydney.
3. **International** Selecting International will automatically complete all address fields to accommodate to the standard entry of an overseas address, leaving the Country field active so that the correct country of origin can be selected.
4. **TBA – ED/ICU Only** Selecting this category automatically completes all fields to “NFIA” (no further information available) to accommodate for situations when the address is not yet known (to be used by Emergency and ICU staff only).

Completing an address in Patient Management

Using the Quick Address System (QAS) – used for all addresses except CAFAT and Overseas

- Ensure **QAS** is selected in the **Address Category** field.

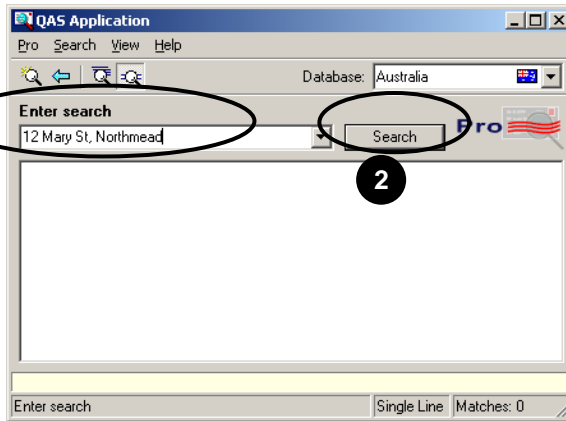
- Click on the **Address Help** button.  The QAS Application window will appear.



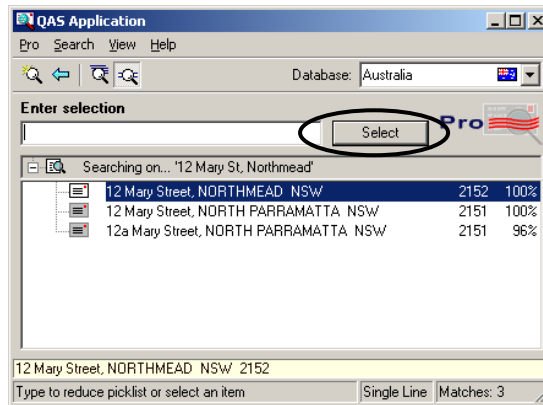
- Ensure the **Single Line** button is selected. (For further detail on setting search defaults for QAS, see the end of this quickstart.)
- Click in the **Enter Search** field and enter one or more address elements ([street number and name], [suburb]) **separated by commas**. For example; Unit 3, 34 Windermere Ave, Northmead.
As a rule, you will usually only have to type the unit and/or building number, street name and suburb to have success and the system will find the postcode for you.

Tip: The Single Line method of searching allows you to use **wildcards**. This is where missing characters are substituted with an asterisk [*] (replacing any number of characters) or question mark [?] (replacing a single character).
Eg Green* will find Greener, Greenway, Greensleeves

Address elements separated by a comma (street, suburb)

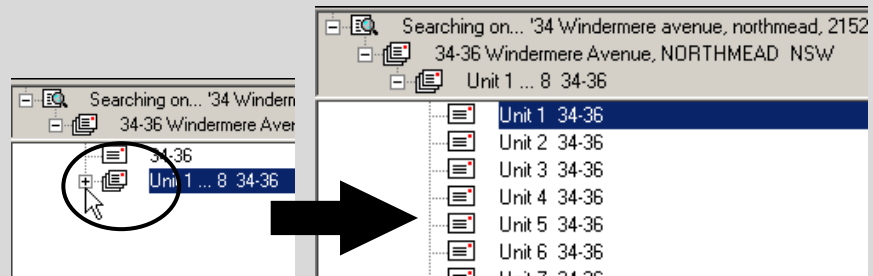


- Click the **Search** button to begin the search.
- If multiple results for the search are returned, you will see a list of possible matches (as shown below). [Alternatively, if there is only one match, skip this step and move to the next point]. Click on the correct item then click on the **Select** button.

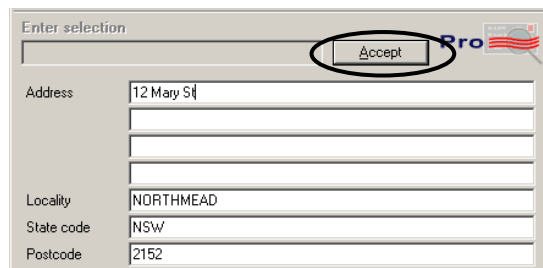


Information:

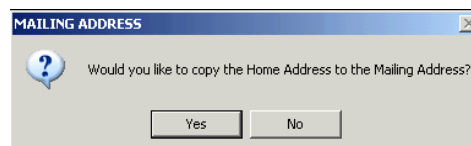
If your search results reveal that the address is within a unit complex, a plus sign will appear next to the address result. Click on the plus sign to drill down and display a full listing of all units.



- Click on the **Accept** button.



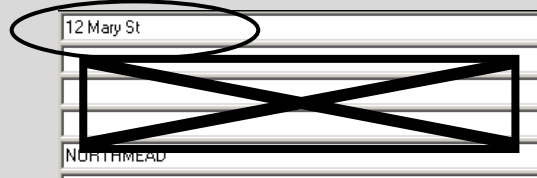
- A prompt will appear asking if you would like to also use the same address for the mailing address, if the address is the same, click **Yes**. (Clicking No will allow you to search for a separate street address/PO Box address for the mailing address.)



The address fields are populated in the conversation window.

Warning!

Do not enter any details within the three blank rows beneath the first address row as these details will not appear in the conversation window, nor will they be printed. If there are additional details required in the address, type these directly in the **first row**.



Entering names of departments or facilities

Use QAS to provide the core address details and then edit the street address field to accommodate any additional information.

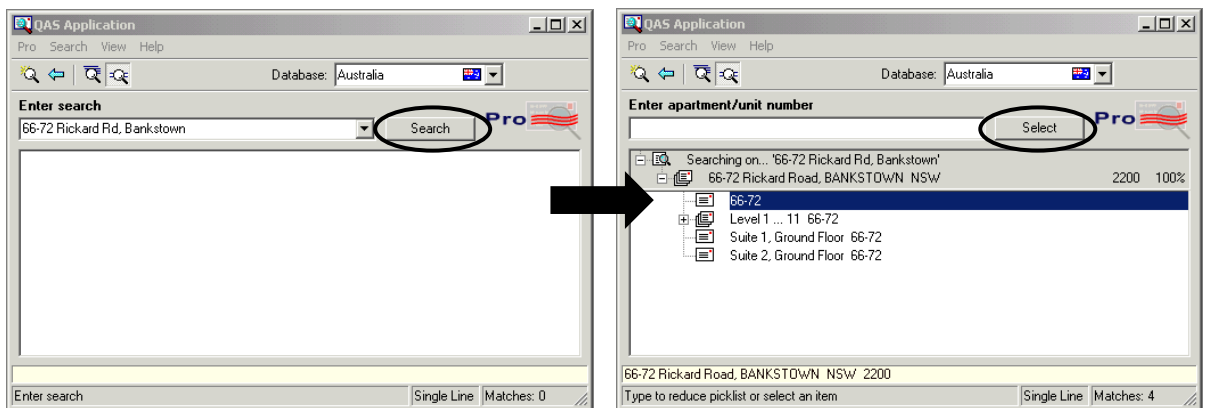
Example 1: Entering the address of a Community Service Centre (formerly DoCS/FaCS)

(This is demonstrated using the following example of entering the address of Bankstown Community Service Centre.)

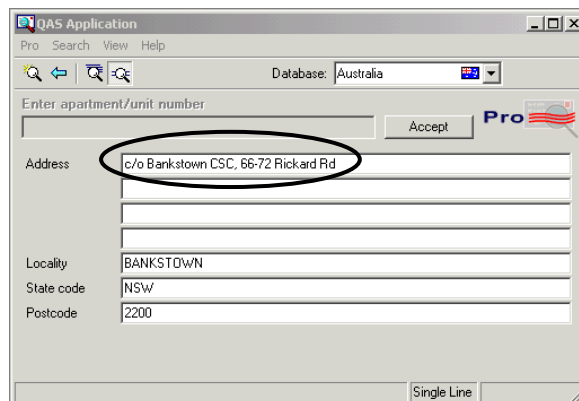
NOTE: a link to the listing of CSC addresses is accessible via the CHW Intranet homepage – Quick Links\Child Protection\CSC Addresses :

http://www.community.nsw.gov.au/docs_menu/about_us/contact_us/community_services_centres.html

- Ensure **QAS** is selected in the **Address Category** field.
- Click on the **Address Help** button.
- Type the street or PO Box, Suburb, and/or State.
- Click on the **Search** button. If a list of addresses appears, select the required address and click **Select**.





- When the following screen appears, click **in front** of the address in the first line of the address field and type the Community Service Centre name, using the format of:
c/o [office name] CSC, [office address]



- Click on the **Accept** button. (Note: The Mailing Address for a Community Service Centre is likely to be a PO Box.)

Tip:

The **Back**  button on the QAS toolbar is handy if you incorrectly selected an address element and wish to go back a step.

The **New Search**  button allows you to clear all fields and enter a new address.

Example 2: Entering the address which has a facility or property name

- Follow the same procedure as above, however on the final screen, click **in front** of the address in the first line of the address field and type the facility name:

Entering a CAFAT Address

- For Residential Address, ensure **CAFAT** is selected in the **Address Category** field.

- The Mailing Address fields automatically complete to display the address of the CAFAT office in Sydney.

Overseas patients and their families

Entering Overseas Residential Addresses

- Ensure **International** is selected in the **Address Category** field. The Street Address, Suburb/Town, State and Postcode fields automatically populate to "Overseas".

- Select the country from the **Country** drop-down list.

Mailing Address for Overseas patients

The Mailing Address for an overseas patient is the mailing address at where their family is temporarily residing whilst the patient is receiving care at the hospital.

- Use **Address Help** to search for the address.

Temporary Address

For families from country, interstate or overseas who are residing at a temporary address, enter this address in the **Temporary Address** section.

- Use **Address Help** to search for the address.

Note:

Temporary address for following encounters

When a temporary address is recorded, it is saved with the person details. The temporary address will appear when the next encounter is created for that patient and you must ensure that this address is still valid.

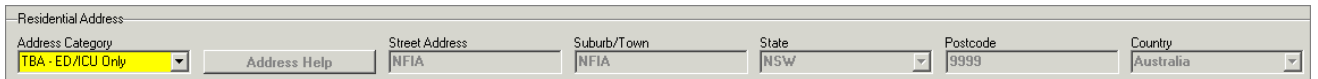
If the temporary address has changed, use the Address Help to locate the new address.

If the temporary address is no longer required, click in the Street Address field and delete the address; this will remove all details from all of the Temporary Address fields.

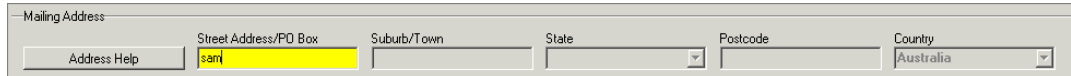
Unknown addresses

In the Emergency Department and ICU there will be situations where the patient address is not provided.

- Ensure **TBA – ED/ICU Only** is selected in the **Address Category** field.



- If Mailing Address is also unknown, enter 'same' in the **Street Address/PO Box** field for **Mailing Address**.

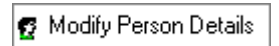


- **Note:** the next time an encounter is created for a patient with an unknown address, address category will be reset from **TBA – ED/ICU Only** to **QAS**, hence the address fields will need to be completed.

Updating an address

If you are required to update an existing address, you must change it in Patient Management as well as completing a **Change of Address** form (located on Intranet on the Forms page under Medical Records) which is sent electronically to the Medical Records Department.

- Launch the **Modify Person Details** conversation and search for the person,



or

Right-click on the patient from the Bedboard and select **Conversation**, then **Modify Person Details**.

- Click on **Address Help** to search for the new address.
- As required, update Mailing address, Temporary Address (if necessary) as well as addresses of Next of Kin, Next of Kin2, Contacts or Carers.

Setting Search Defaults for Address Help

The QAS system has two options for address searches; the **Typedown method** and **Single Line method**.

- The **Typedown** method allows you to search for an address by firstly postcode or suburb followed by street name and building number. To search using Typedown, you must start with the most general address information (postcode, town or country) and work through to the most specific (street number).
- The **Single Line** method is the preferred method for entering standard street addresses (street number and street name, suburb) and has the additional functionality of allowing you to search for incomplete addresses, where only partial information is provided or spelling is inaccurate.

Information: When you use QAS for the first time, you will notice it defaults to the Typedown option. If you change it from Typedown to Single Line, it remains that way until you change it again.

- To change from Typedown to Single Line, from the toolbar on the QAS Application window, click on the **Single Line** icon.

