iPM Patient Registration – Helpful hints

Required Information	Helpful Tips	What to record if information cannot be obtained
Title	e.g. Mr/Mrs/Ms For children under 16 - Miss/Mstr	Must select an accepted abbreviation. Use **Ms/Mr** as defaults if unsure.
Surname *	Enter the patients surname according to their ID	Record as 'Unknown' For prisoners where details re not provided refer to QRG – Limited Information
Given Name *	Enter the patient's given name according to their ID.	Record as 'Unknown' For prisoners where details re not provided refer to QRG – Limited Information
One name only *	Surname field – enter the name provided by patient Given Name field – enter 'NoGivenName'	
Sex	Select Sex from the drop down list • For transgender patients – select the sex that the patient identifies as.	
Date of Birth	Entered in the format DD/MM/YYYY • For a patient using multiple DOBs, use the most consistent one	• If exact date of birth is not known use 01/01/1850 and tick estimated. • Update to correct date of birth asap and remove estimate flag
Country of Birth	Must accurately reflect patient's Country of Birth	Record as '**Unknown**', however this field MUST be updated as soon known.
Medicare Eligibility	Select from drop down list	Select '**Unknown**', however this field MUST be updated as soon as known
Marital Status	Child under 16 – Never Married	Select '**Unknown**', update as soon as known

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iPM QUICK REFERENCE GUIDE

Address *	• Must ALWAYS enter Usual Residential (where patient permanently resides) • May also enter Temporary, Mailing, Treatment or Business address if applicable	• Enter '**Unknown'** in the address line • Enter '**Unknown**' for the suburb • Postcode will automatically default to '**9999**'
	• For Overseas Visitors, **MUST** record: - Usual Residential: record their permanent address (overseas) o Enter the Postcode as '**9990'** first, then enter the Country and then the address. - Temporary Residential: record where they are staying whilst in Australia	*No Fixed Address:* • Enter 'NFA' in the address line • Enter 'No Fixed Address' in the suburb line • Postcode will automatically default to '**9998'**
Phone Number	• **MUST** enter a phone number so contact can be made with the patient if required following treatment. • Include spaces when entering phone numbers • If the only phone is a mobile this should be entered as Telephone Number attached to address, otherwise enter a home number in the Phone number tab and the mobile number in 'Other Contact Methods' tab.	If phone number unknown enter '**No phone' or 'Unknown'** and update as soon as phone number is known.
Preferred Language	Select language and indicate if an interpreter is required.	Select '**Unknown**', update as soon as known
Aboriginality	Select Aboriginality from the drop down list	Select '**Unknown**', update as soon as known
Religion	Select Religion from the drop down list	Select '**Unknown**', update as soon as known
Occupation	Select Occupation from the drop down list • For children under 16 – must select 'Not Working-Child/Adult	Select 'Other Not Specified' if unknown

Person to Contact	• Always select 'Person to Contact' • All minor's (Under 16) must have a 'Parental Responsibility' completed	
Health Fund Details	• Select appropriate Health Fund from list, **MUST** include a plan type and policy number • DVA patients - ensure card colour is identified and card number entered • Health fund details should be checked every attendance –old details should be end-dated and new health fund details added (if applicable). • DVA should be the only time when a patient has 2 open health funds e.g. DVA and private health	• If the patient has No Private insurance, select '**Not Privately Insured**' • If the patient has No private insurance but is paying to be treated as a private patient select "Not privately insured – Self Paid" • If the Plan type is not known, select the '**Unknown'** • If the policy number is not known, enter '**9**' and update when known.
Compensable patients ^	Debtor details need to be completed on Contacts tab Use for patients covered by Workers Compensation, MVA and overseas (travel insurance)	
Medicare Number *	*Every effort should be made to view and record the patient's Medicare number* • Must enter the 10 digit card number, plus the reference number next to the patient's name. • For newborn babies record first 10 digits as per parents card and then enter '0' until the newborn is added to the card	• If Medicare number is unknown enter '**99999999999**'. Update ASAP • For Overseas visitors enter '**99999999999'**
GP *	Enter GP details	• If GP is not known, enter '**Dr Unknown**' in iPM • If the patient does not have a GP, enter '**Dr**

		Nil' in iPM - If GP is not found, enter '**Dr Not found**' in iPM and enter the GP details in Comments box. - Complete GP Details Update form and fax to Clinical Information Services.
Stillborn **	Register patient and update deceased tab to include date of birth/death, place of death, comment to indicate stillborn	
Dead on Arrival (DOA) **	Register patient with all details available and updated deceased tab to indicate date of death, DOA and site where patient was pronounced DOA	

* Refer to QRG - Register/Update Patient with Limited Data or Register/Update Patients with Temporary or Overseas Address for more information

http://seslhnweb/iPM/Training_UserGuides/Cheat_Sheets/QRG_UpdateRegisterWithLimitedInfo.pdf

http://seslhnweb/iPM/Training_UserGuides/Cheat_Sheets/QRG-OverseasAddresses.pdf

^ Refer to QRG - Chargeable and Compensable Patients Information for more information

http://seslhnweb/iPM/Training_UserGuides/Cheat_Sheets/QRG_ChargeableCompensablePatientInfo.pdf

** Refer to QRG – Deceasing Non-Inpatients in iPM for more information

http://seslhnweb/iPM/Training_UserGuides/Cheat_Sheets/QRG_Non-Inpatients_deaths.pdf