	Stanton Territorial Hospital P.O. Box 10, 550 Byrne Road YELLOWKNIFE NT X1A 2N1	Document Number: TMM	Document Number: TMM20400	
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Health and Social		Distribution:		
		Transfusion Medicine Manual		
Services Authority		Effective: 09 November, 20)17	
Document Name: Linking Patients in Soft Bank		Date Reviewed: 09 November, 2017		
		Next Review: 09 November, 2019		
Approved By:		Status: APPROVED		
Jennifer G. Daley Bernier, A/ Manager, Laboratory Services				

PURPOSE:

This procedure outlines how to link patients in Softbank who have multiple Medical Record Number (MRN) entries together. The consolidated history from all linked MRN's is then shown in the History Review popup window when a patient is accessed in SoftBank.

POLICY:

When a patient visits any of the LIS linked Health Centres they are issued a MRN or Client ID for that health centre (Prefixes of: IN, ST, HR, FS). This creates multiple entries in the LIS for the same patient. Each MRN entry can have different patient histories attached to it. Linking the patient MRN's creates a consolidated history and requires the user to review the history of all patient entries.

*CAUTION: It is possible to link patients that are not the same person. Ensure spelling of name, Birthdates and/or Health Care Number (PHN or HCN) match prior to linking patients in SoftBank. If patients are linked together and should not be see procedure – Un-linking Patients in Soft Bank.

PROCEDURE INSTRUCTIONS:

Step				Action	
	Go to Patient > Maintenance	₽₽ SC	OFTB/	ANK ATIENT 😨 2-DONO O Orders	
1)에 (제)	<u>T</u> Transfusions E Edit	
		ENT	1	<u>D</u> Display	
		1-PAT	91 91	<u>R</u> Reports <u>M</u> Maintenance	
2	Go to Link				

Follow the steps in the table below to Link patients together in SoftBank

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Admit Discharge Merge Stay_merge stay_move Purge 3 Enter patient's last name (LN) and first name (FN) 4 Click: F12-Accept or Enter 5 Select the correct patient from list – highlight and press Enter or double-click on t patient 7 If: Then: Patient caution Click: Esc-Quit after reviewing window Click: Esc-Quit after reviewing	X Quit			
3 Enter patient's last name (LN) and first name (FN) 4 Click: F12-Accept or Enter 5 Select the correct patient from list – highlight and press Enter or double-click on t patient 5 If: 7 Then: Patient Click: Esc-Quit after reviewing	he			
4 Click: F12-Accept or Enter 5 Select the correct patient from list – highlight and press Enter or double-click on t patient 6 If: 7 Then: Patient Click: Esc-Quit after reviewing	he			
5 Select the correct patient from list – highlight and press Enter or double-click on t patient If: Then: Patient caution window Click: Esc-Quit after reviewing	he			
J patient If: Then: Patient caution vindow Click: Esc-Quit after reviewing				
If: Then: Patient caution window Click: Esc-Quit after reviewing				
Patient caution window Click: Esc-Quit after reviewing				
caution window Click: Esc-Quit after reviewing				
window				
appears				
Linked patient will show in window				
SOFTBANK - PATIENT Maintenance - Link				
월 Admit 웹 Discharge 웹 Link 웹 Merge 웹 Stay_merge 웹 stay_moVe 웹 Purge X Quit				
SOFTBANK - Select patient. IN: LINKED FN: ONE	8 23 MN:			
MR: [X00000032 M: Ab: Ap: ADH: Tx:]				
Adm: 17-10-31 Attn by: PHYSICIAN NOT APPLICABLE Disch.date: -				
Patient	2 2			
already is	MPI/BB			
linked to				
6 another Click E9: Add				
Enter-Mark/u				
F6-Unmark all				
F7-Main pat				
F8-Sel pat vi				
F8-Sel pat vi F9-Add				
F8-Sel pat vi F9-Add				
F8-Sel pat vi F9-Add Message box will display: SOFTBANK (Active)				
F8-Sel pat vi F9-Add No patients Message box will display: SOFTBANK (Active) There are no patients linked. Add new?				
F8-Sel pat vi F9-Add No patients are already Message box will display: SOFTBANK (Active) There are no patients linked. Add new?				
F8-Sel pat vi F9-Add No patients are already linked: Message box will display: SOFTBANK (Active) Yes				

	Click Yes		
	Patient Search window will display		
		? <mark>-</mark> ×	
	Sorting Key: N 💟 Na	ame	
	Last name:		
	First name:		
_	Middle initial:		
7	Medical record number:		
	HCN number:		
	Date of birth:		
	Sex:		
	Last discharge date from:	🗹 to: 🔽	
	Bloodbank only? 🟹		
8	Enter the name or health care number (HCN	N) of the patient you want to link	
9	Click F12-Accept		
	IF-		
	IT:	Then:	
	IT:	Then: Select the correct patient from list by	
	IT:	Then: Select the correct patient from list by highlighting and press Enter or double	
	IT:	Then:Select the correct patient from list byhighlighting and press Enter or doubleclick on patient – Ensure Spelling of Name	
	IT:	Then:Select the correct patient from list byhighlighting and press Enter or doubleclick on patient – Ensure Spelling of Nameand Date of Birth match between patients	
	Patient List displays	Then:Select the correct patient from list byhighlighting and press Enter or doubleclick on patient – Ensure Spelling of Nameand Date of Birth match between patientsto be linked together. Caution: it is	
10	Patient List displays	Then:Select the correct patient from list byhighlighting and press Enter or doubleclick on patient – Ensure Spelling of Nameand Date of Birth match between patientsto be linked together.Caution: it ispossible to link patients where these do	
10	Patient List displays	Then:Select the correct patient from list byhighlighting and press Enter or doubleclick on patient – Ensure Spelling of Nameand Date of Birth match between patientsto be linked together.Caution: it ispossible to link patients where these doNOT match. Do not link the patients if	
10	Patient List displays	Then: Select the correct patient from list by highlighting and press Enter or double click on patient – Ensure Spelling of Name and Date of Birth match between patients to be linked together. Caution: it is possible to link patients where these do NOT match. Do not link the patients if there is a discrepancy.	
10	Patient List displays Example: Linking patient: Link, One (IX# MR	Then:Select the correct patient from list byhighlighting and press Enter or doubleclick on patient – Ensure Spelling of Nameand Date of Birth match between patientsto be linked together. Caution: it ispossible to link patients where these doNOT match. Do not link the patients ifthere is a discrepancy.RN) to patient: Link, One (SX# MRN)	
10	Patient List displays Example: Linking patient: Link, One (IX# MR	Then: Select the correct patient from list by highlighting and press Enter or double click on patient – Ensure Spelling of Name and Date of Birth match between patients to be linked together. Caution: it is possible to link patients where these do NOT match. Do not link the patients if there is a discrepancy. RN) to patient: Link, One (SX# MRN)	
10	Patient List displays Example: Linking patient: Link, One (IX# MR SOFTBANK (Active) MRnumber Name (last, first m.)	Then: Select the correct patient from list by highlighting and press Enter or double click on patient – Ensure Spelling of Name and Date of Birth match between patients to be linked together. Caution: it is possible to link patients where these do NOT match. Do not link the patients if there is a discrepancy. RN) to patient: Link, One (SX# MRN)	
10	Patient List displays Example: Linking patient: Link, One (IX# MR SOFTBANK (Active) MRnumber IX0000032 LINKED, ONE SX0000114 LINKED, ONE	Then: Select the correct patient from list by highlighting and press Enter or double click on patient – Ensure Spelling of Name and Date of Birth match between patients to be linked together. Caution: it is possible to link patients where these do NOT match. Do not link the patients if there is a discrepancy. RN) to patient: Link, One (SX# MRN) IM DOB St IM DOB St <	
10	Patient List displays Example: Linking patient: Link, One (IX# MR SOFTBANK (Active) MRnumber Name (last, first m.) IX0000032 SX0000114 LINKED, ONE	Then: Select the correct patient from list by highlighting and press Enter or double click on patient – Ensure Spelling of Name and Date of Birth match between patients to be linked together. Caution: it is possible to link patients where these do NOT match. Do not link the patients if there is a discrepancy. RN) to patient: Link, One (SX# MRN)	

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		٦	
	The patients have an Unknown ABO	SOFTBANK (Active) Linking patients (SX00000114 & IX00000032) with unknown ABO. Continue? Yes No	
	The patients have an Unknown Rh		
	The patients have an Unknown Sex	SOFTBANK (Active) Linking patients (SX0000099 & SX0000105) with unknown sex. Continue? Yes No	
12	Click Yes		
13	Patient Link window is displayed – ensure patient to be linked has a checkmark SOFTBANK - PATIENT Maintenance - Link Admit Discharge Discharge Link Merge Stay_merge SOFTBANK - Select patient. Stay IN: LINKED MR: X00000032 MR: Adm: Sex: X DOB 1979-01-01 TR: DOB MR: Name (last, first m.) Mainumber Name (last, first m.) Mainumber 1979-01-01		
14	Click F12-Accept		
15	If: SOFTBANK (Active) Patient(s) will be LINKED to the main patient. Confirm ? Yes No	Then: Yes: to Confirm Link or No: to not link patient	
16	Patient will be linked. Press Quit to return to Main menu		

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EXPECTED RESULTS:

Patients with multiple MRN will be linked in SoftBank

Patients who have a link display so with an L in the LK field in the patient selection				
window – Example	Patient "I inked One" have been link	ked to another. Patient "Linked		
I wo is not linked to	b anyone.			
SOFTBANK - PATIENT Orders -	Display			
New_add M Print M	Cancel Modify Display reView Actions	Results Xmatch M Units M Transf		
SOFTBANK - Select patient.		8 2		
LN: LINKED	FN:	MN:		
MR:	M: ? Ab: ? Ag: ? ADH: ? Tx: ?			
HCN:	Sex: DOB: TR:	ABO,Rh:		
Adm: 🕑	Attn by:	Disch.date:		
Loc:				
	Uiag:			
SOFTBANK (Active)				
IX0000032	Name (last, lirst m.) LINKED, ONE	L 1979-01-01 Y		
SX00000114	LINKED, ONE	L 1979-01-01 Y		
SX00000115	LINKED, TWO	1980-01-01 Y		
press Enter to view	details of the Link			
Window will list pati	ients linked - Click F8-Sel pat to view	/ linked patient		
🖳 SOFTBANK - PATIENT Maintena	ince - Link			
🛛 🖄 <u>A</u> dmit 📲 <u>D</u> ischarge 🦉] Link 🔮 Merge 🔮 Stay_merge 🔮 stay_mo½e 🔮 P	urge 🗙 <u>Q</u> uit		
SOFTBANK - Select patient.		8 23		
LN: LINKED	FN: ONE	MN:		
MR: IX0000032	M: Ab: Ag: ADH: Tx:			
HCN:	Sex: X DOB: 1979-01-01 TR:	ABO,Rh:		
Adm: 17-10-31	Attn by: PHYSICIAN NOT APPLICABLE	Disch.date:		
Loc: LABORATORY - STANTO	N TERRITORIAL			
SOFTBANK (Active)		? 💌		
MRnumber	Name (last,first m.)	DOB MPI/BB		
Total: 1 Current: 1	BLACE, ORL	1979-01-01		
rotal 1 Current 1				

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RELATED DOCUMENTS:

- TMM20300 Patient History Review
- TMM20500 Un-linking of Patients in Soft Bank
- TMM20401 Linking Patients Job Aid
- TMM20501 Un-linking patients Job Aid
- IO500 Identifiers The use of 2 Patient identifiers

REFERENCES:

 SCC Soft Computer. (n.d.). SoftBank II v25.1 System Design Training Manual. SCC Soft Computer.

REVISION HISTORY:

REVISION	DATE	Description of Change	REQUESTED BY
1.0	09-Nov-17	Initial Release	A. Richardson