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Document Name:
Linking Patients in Soft Bank

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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.

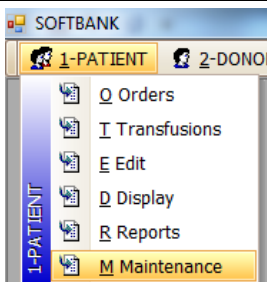
POLICY:

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.

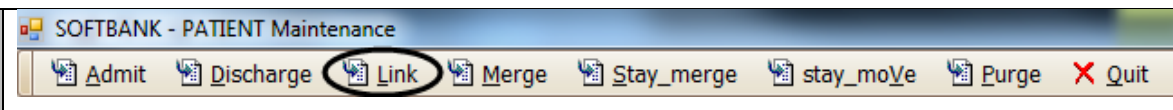
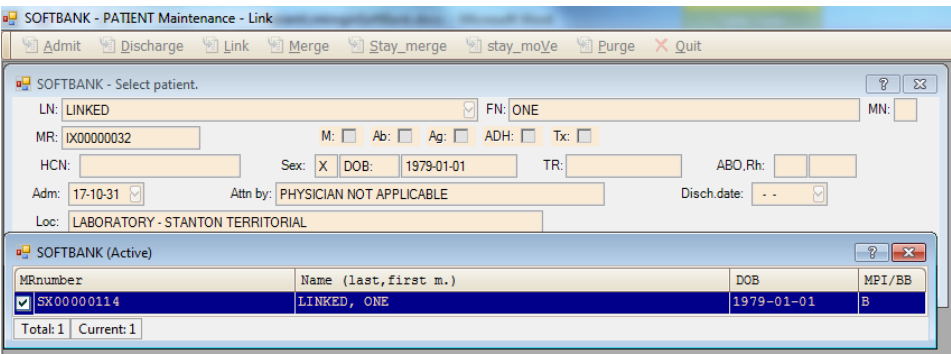

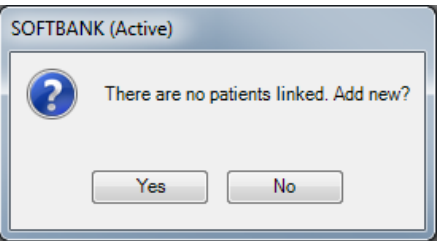
***CAUTION: It is possible to link patients that are not the same person. Ensure spelling of name, Birthdates and/or Health Care Number (PHN or HCN) match prior to linking patients in SoftBank. If patients are linked together and should not be see procedure – Un-linking Patients in Soft Bank.**

PROCEDURE INSTRUCTIONS:

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

Step	Action
1	Go to Patient > Maintenance 
2	Go to Link

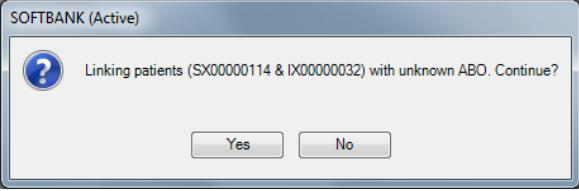
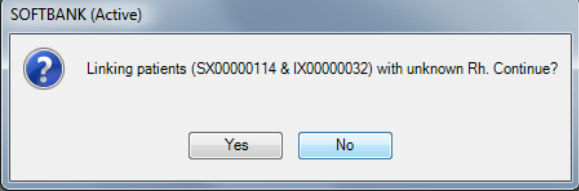
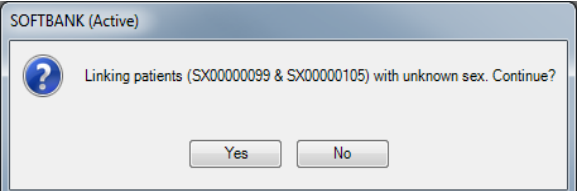
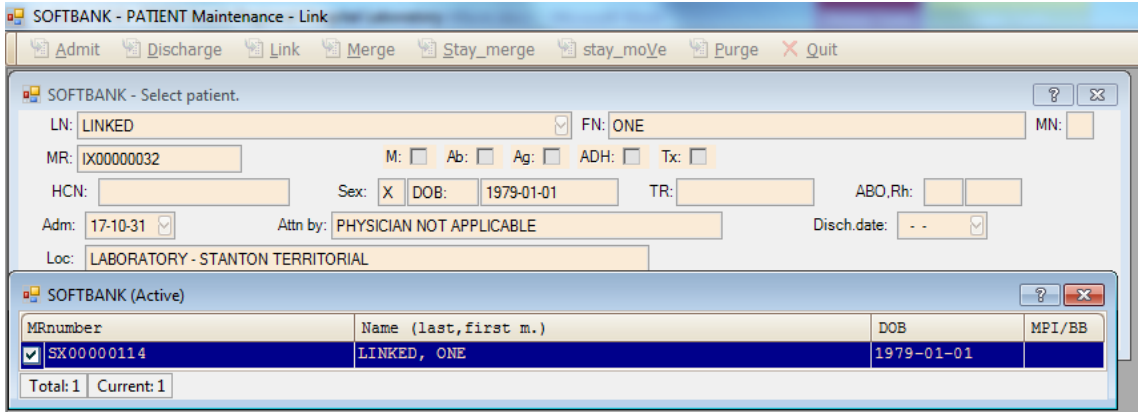
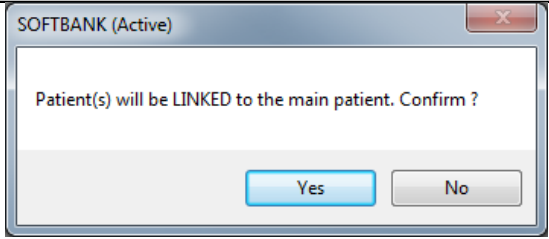
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3	Enter patient's last name (LN) and first name (FN)	
4	Click: F12-Accept or Enter	
5	Select the correct patient from list – highlight and press Enter or double-click on the patient	
6	<p>If:</p>	<p>Then:</p>
	Patient caution window appears	Click: Esc-Quit after reviewing
	Patient already is linked to another	<p>Linked patient will show in window</p>  <p>Click F9: Add</p> 
No patients are already linked:	<p>Message box will display:</p> 	

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	Click Yes	
7	Patient Search window will display	
8	Enter the name or health care number (HCN) of the patient you want to link	
9	Click F12-Accept	
10	If:	Then:
	Patient List displays	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.
	Example: Linking patient: Link, One (IX# MRN) to patient: Link, One (SX# MRN)	
11	If:	Then:

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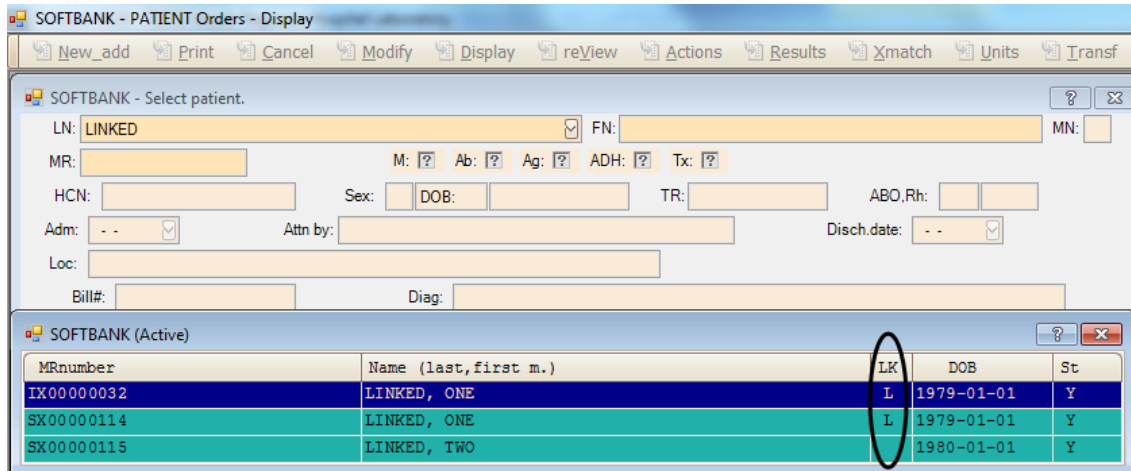
	<p>The patients have an Unknown ABO</p>	
	<p>The patients have an Unknown Rh</p>	
	<p>The patients have an Unknown Sex</p>	
<p>12</p>	<p>Click Yes</p>	
<p>13</p>	<p>Patient Link window is displayed – ensure patient to be linked has a checkmark</p> 	
<p>14</p>	<p>Click F12-Accept</p>	
<p>15</p>	<p>If:</p> 	<p>Then:</p> <p>Yes: to Confirm Link or No: to not link patient</p>
<p>16</p>	<p>Patient will be linked. Press Quit to return to Main menu</p>	

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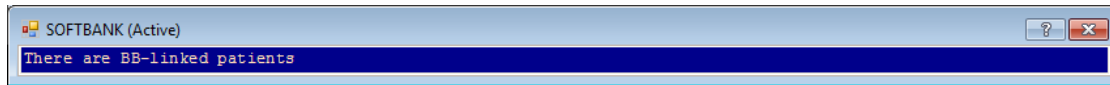
EXPECTED RESULTS:

Patients with multiple MRN will be linked in SoftBank

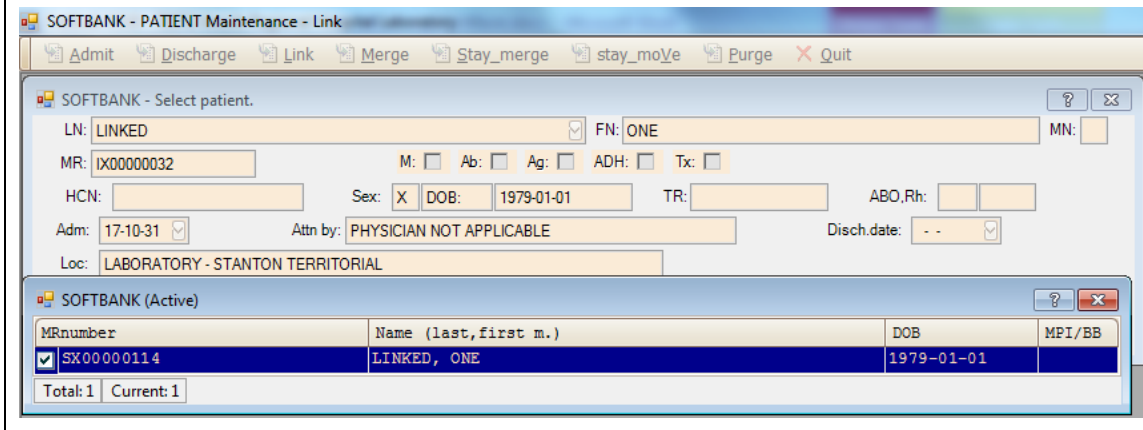
Patients who have a link display so with an L in the LK field in the patient selection window – Example: Patient “Linked,One” have been linked to another. Patient “Linked, Two” is not linked to anyone.



The patient caution window will also display that there are linked patients – highlight and press Enter to view details of the Link



Window will list patients linked - Click F8-Sel pat to view linked patient



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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:

1. 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