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NORTHWEST TERRITORIES Health and Social Services Authority		Version No: 1.0	Page: 1 of 5
		Distribution:	
		Transfusion Medicine Manual	
Services Authority		Effective: 09 November, 2017	
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Un-linking Patients in Soft Bank		Next Review: 09 November, 2019	
Approved By:		Status: APPROVED	
Jennifer G. Daley Bernier, A/ Manager, Laboratory Services			

PURPOSE:

This procedure outlines how to un-link patients in Softbank who have had their Medical Record Number (MRN) linked in error.

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 both patient entries.

*CAUTION: It is possible to link patients that are not the same person. Ensure spelling of name, Birthdates, and/or PHN match prior to linking patients in SoftBank. If patients are linked that should not be, please un-link patients using the procedure below.

PROCEDURE INSTRUCTIONS:

Follow the steps in the table below to Un-link patients in SoftBank

Step	Action		
1	Go to Patient > Maintenance		
2	Go to Link SOFTBANK - PATIENT Maintenance Admit Discharge Discharge Merge Stay_merge Stay_move Purge X Quit		

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3	Enter patients last name (LN) and first name (FN)			
4	Click: F12-Accept or Enter			
5	If required: Select the correct patient from list – highlight and press Enter or double-click on the patient			
lf: Then:				
6	Patient caution window appears	Click: Esc-Quit after reviewing (or F12 if history review is rec	juired)	
	Linked patient	ts will show in window		
7	SOFTBANK - PATIENT Mai Admit Discharge SofTBANK - Select patie LN: LINKED MR: HCN: Adm: Coc: Bill# SOFTBANK (Active) MR: MR: SOFTBANK (Active) MR: SX00000115 Using the mou	intenance - Link e Link Merge Stay_merge Stay_moVe Purge Quit ent. FN: FN: FN: FN: FN: FN: FN: FN: FN: FN		
8	MRnumber V IX00000032 SX00000115 Total: 2 Current: 2	Name (last,first m.) LINKED, ONE LINKED, TWO	DOB 1979-01-01 1980-01-01	B
9	F12 - to Acce	pt		
10	Confirmation message will appear: SOFTBANK (Active) Patient(s) will be UNLINKED from the main patient. Confirm ? Yes No			
	Click Yes			

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 11
 ULINK exception comment required:

 11
 Unlinking patients:

 LINKED, ONE MR#: SX00000114 DOB: 79-01-01 ABO/Rh:

 LINKED, TWO IMR#: SX00000115 DOB: 80-01-01 ABO/Rh:

 ------ Comment entered when exception record is generated:

 @17-11-01 10:20 by AES:

 Patient's are not the same person. Unlinked patient history

 F12 - Accept

 I2

 SOFTBANK (Active)

 I2

 Click - YES

EXPECTED RESULTS:

Patients with history links will be unlinked

1 Patients who have a link display an L in the LK field in the patient selection wi					
	the unlinked patient will no longer have an L in the LK field.				
	P SOFTBANK - PATIENT Orders - Display				
	New_add Print Cancel Modify Display Review Actions Results Amatch Durits Transf				
	SOFTBANK - Select patient.				
	LN: LINKED				
	MR: M: 12 Ab: 12 Ag: 12 ADH: 12 Tx: 12				
	HCN: Sex: DOB: TR: ABO,Rh:				
	Adm: M Attn by: Disch.date: M				
	Bill# Diag				
	MRnumber Name (last.first m.) LK DOB St				
	IX00000032 LINKED, ONE L 1979-01-01 Y				
	SX00000114 LINKED, ONE L 1979-01-01 Y				
	SK00000115 LINKED, 1WO 1980-01-01 Y				
2	The patient caution window will also display that there are linked patients (if more than				
-	The patient caution window will also display that there are linked patients (if more than				
	one patient was linked) – highlight and press Enter to view details of the Link				
	SOFTBANK (Active)				
	There are BB-linked patients				
3	Window will list patients linked – patient that was unlinked (Linked, Two) will no longer				
	appear in list				
	SOFTBANK - Select patient.				
	LN: LINKED FN: ONE MN:				
	MR: <u>SX00000114</u> <u>M: Ab: Ag: ADH: Tx: </u>				
	HCN: Sex: X DOB: 1979-01-01 TR: ABO,Rh:				
	Adm: 17-10-31 Attn by: PHYSICIAN NOT APPLICABLE Disch.date: M				
	Loc: LABORATORY - STANTON TERRITORIAL				
	SOFTBANK (Active)				
	MRnumber Name (last,first m.) DOB MPI/BB IX00000032 LINKED, ONE 1979-01-01 B				
	Total:1 Current:1				
4	Click F8-Sel pat to view linked patient (if applicable)				

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RELATED DOCUMENTS:

- TMM20300 Patient History Review
- TMM20400 Linking of Patients in Soft Bank
- TMM20401 Linking patients Job Aid
- TMM20501 Unlinking 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