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**CASE STUDY:**

# **CLIENT REGISTRY ACTIVE INTEGRATION IMPROVES IDENTITY MANAGEMENT FOR REGIONAL HEALTHCARE SERVICES**

## **HEALTHCARE BENEFITS FROM ROBUST AND ACCURATE CLIENT IDENTIFICATION USING CLIENT REGISTRY ACTIVE INTEGRATION**

This Canadian provincial eHealth jurisdiction built its central Client Registry System (CRS), also referred to as an Enterprise Master Person Index (EMPI), as an essential foundation to its Electronic Health Record (EHR) initiative. It was also mandated to support integration with other health system domains to allow patients to be searched, demographics to be retrieved, and clinical information to be linked.

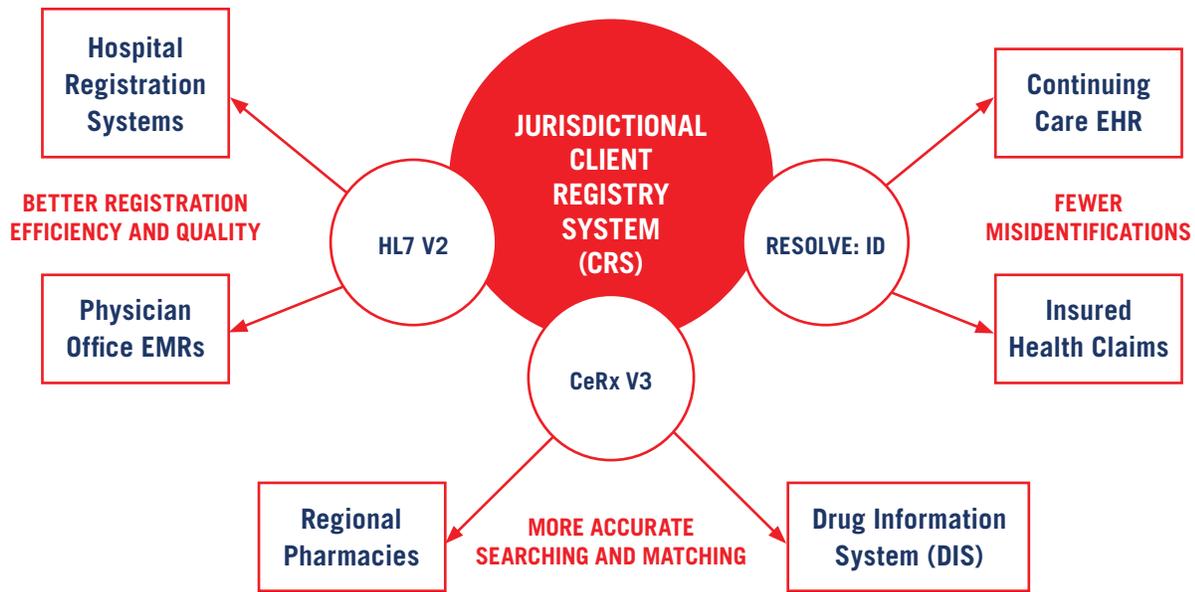
This central repository consolidates and manages demographic information collected across clinical domains and ensures that people are uniquely and correctly identified at all points of service through various client search functions. This CRS is established as the single 'source of truth' for client identification and serves as the repository for identifiable data attributes for both insured residents and uninsured persons that have encountered the health system.

## **CLIENT REGISTRY BRINGS HIGH QUALITY TRUSTED DEMOGRAPHICS TO MANY POINTS OF SERVICE THROUGH ACTIVE INTEGRATION SERVICES.**

This flexible, extensible, and robust intelligent Active Integration Service allows clients to be searched, and the most current and trusted demographics retrieved, mitigating client misidentification. Queries to the active integration service present a list of potential clients where the registrar can select and validate the client's identity and make updates based on client provided data.



Here is how the various clinical domains benefit from different Active Integration methods with the CRS:



#### ▶ Hospital Registration Systems

The Hospital Information System (HIS) uses a standard CRS HL7 v2 PIX/PDQ active integration query service to search and retrieve client demographics. The CRS active integration service allows the HIS system to query the CRS in real time using client provided demographic information to reduce duplication creation at the time of registration.

#### ▶ Regional Pharmacies

The CRS is integrated with the Pharmacies using the Canadian Clinical Drug Messaging Standard (CeRx) HL7 v3 message standard. Using modernized industry standard integration, the pharmacies are enabled to securely find a person and to retrieve current demographics, obtain the most current provincial identifier from the CRS in real time and or create a new common client identifier for use by the Drug information System.

#### ▶ Continuing Care Electronic Health Record (CC EHR)

This electronic health record solution supports continuing care facility registration functions and stores clinical data for its clients/residents. The CC EHR is integrated with the CRS to support active integration through Resolve:ID™, which has delivered a rich and robust active search function for establishing client identity. It provides staff an integrated workflow experience that enforces CRS usage without additional clicks.

#### ▶ Physician Office Electronic Medical Records (EMR)

The standard CRS HL7 v 2 PIX/PDQ active integration query service provides the most current client information to the EMR such as client name, full address and more importantly, current eligibility information. Adding new clients to an EMR is much more efficient as the service enables current client information to be incorporated and validated into the EMR right at the point of service.

#### ▶ Drug Information System (DIS)

The jurisdictional Drug information system (DIS) maintains all client drug profile information. Using the Canadian CeRx message integration standard, the CRS active integration provides an identity management service through a find candidate or a get demographics interaction, returning all known client health care identifiers and corresponding assigning authorities. This enables the retrieval of a clients profile information.

#### ▶ Insured Health Services Claims Processing

All clients must be registered to receive insured health services. The Insured Services information system is integrated with the CRS through Resolve:ID™, which delivers a robust active search function for establishing client identity. It has proven to mitigate the risk of client misidentification, improved the quality of data brought into insured services and enabled sharing of current client demographics across the enterprise.



## BENEFITS REALIZED FROM ACTIVE INTEGRATION:



### Registration Efficiencies and Quality:

- Promotes a reliable source of truth for client demographic and identifier information.
- Eliminates redundant data capture and data divergence.
- Creates efficiencies in the time to register a client.
- Significantly improves data quality, presenting an up-to-date and trusted view client data from the CRS.



### Fewer Misidentifications:

- Greatly improves the process for positively matching the person to their assigned provincial and local identifier at time of client presentation.
- Validates, corrects and provides missing healthcare Identifiers needed to deliver a jurisdictional view of information.
- Prevents duplicates and overlays because of client validation and correction.



### More accurate searching and matching:

- State of the art search, match and selection, searching multiple name types, current and historical values.
- Automatic sorting of results by confidence levels.
- Improves the accuracy of person linking of the client records across clinical domains and within the CRS.

**TO LEARN MORE ABOUT HOW IMT HELPED THIS CLIENT IMPLEMENT THEIR PROVINCE-WIDE ACTIVE INTEGRATION STRATEGIES, PLEASE CONTACT ONE OF OUR SOLUTION EXPERTS AT: [IMT.CA/CONNECT/](https://imt.ca/connect/)**



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