

## Home Clinic: Deceased Client Information

This quick reference contains instructions for accessing enrolment records that require attention due to a client's deceased status. This includes enrolment records that were rejected, automatically de-enrolled or flagged for review based on Home Clinic Portal processing rules. Home Clinic Portal users may review specific details related to these records prior to correcting the data in their EMR. Refer to our Enrolment Reason Code Definitions [hc-enrolment-reason-code-definitions.pdf \(sharedhealthmb.ca\)](https://sharedhealthmb.ca/files/hc-enrolment-reason-code-definitions.pdf) for more information.

There are four related Enrolment Reason Code Definitions:

**RCDE** – Client Deceased

Your Home Clinic submitted an enrolment that was not processed due to the client being deceased. Mark the client as deceased in the EMR and **remove the enrolment**.

**DCDE** – Client Deceased

Your Home Clinic had an enrolment for a client that is now deceased. **De-enrol the client in the EMR** using the given Deceased Date as the Enrolment End Date and include the reason as Deceased for de-enrolment.

**NCDU** – Client Deceased Information Update

Your Home Clinic had a historical enrolment for the client that is now deceased. Mark the client as deceased in the EMR (you will receive this notification for all existing enrolments for deceased clients as well as for any deceased client who was previously enrolled to your Home Clinic, or for any corrections to Death Date).

**NCER** – Client Enrolment Reinstated,

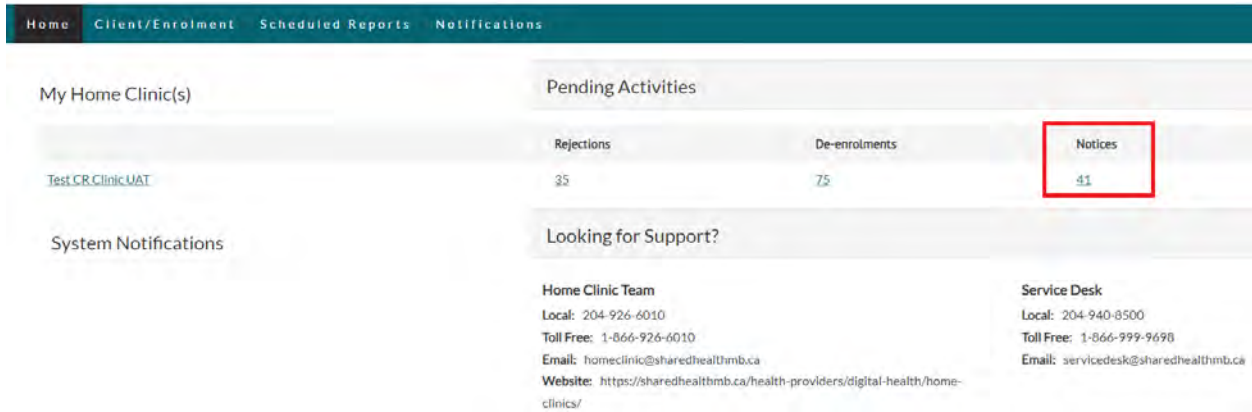
Client was incorrectly noted as deceased and this status has now been reinstated to not deceased. **Re-enrol the client in the EMR**.

If your Home Clinic has implemented the Enrolment Service, you will receive remediation messages directly in your EMR. To access them in the Home Clinic Portal, please access via Pending Activities <https://sharedhealthmb.ca/files/home-clinic-remediate-enrolment.pdf>. The enrolment reason codes will assist you with correcting the date in your EMR.

**NEW** Home Screen – **Notices** column

Under Pending Activities section of the Home screen, the **Notices** column displays the number of notices received for each Home Clinic.  
The Pending Activities screen can be accessed by clicking on the number of notices.

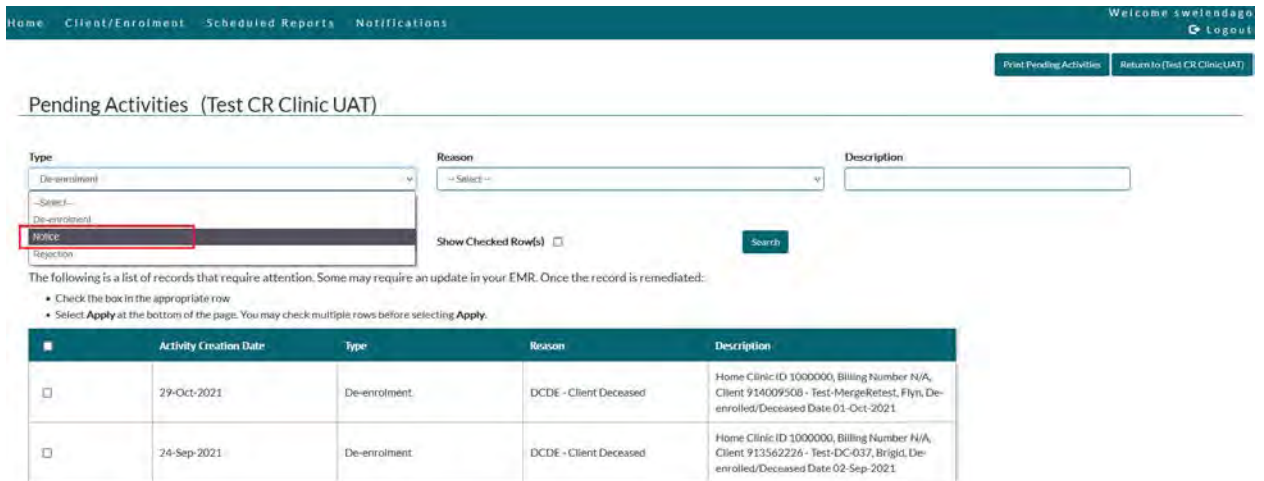
### Home Clinic Portal



The screenshot shows the Home Clinic Portal interface. At the top, there is a navigation bar with 'Home', 'Client/Enrolment', 'Scheduled Reports', and 'Notifications'. Below this, the 'Pending Activities' section is visible, containing a table with columns for 'Rejections', 'De-enrolments', and 'Notices'. The 'Notices' column for the 'Test CR Clinic UAT' row is highlighted with a red box and shows the number '41'. Below the table, there is a 'Looking for Support?' section with contact information for the Home Clinic Team and Service Desk.

### Pending Activities Screen

- Type – drop-down menu lists the **Notice** type



The screenshot shows the 'Pending Activities (Test CR Clinic UAT)' screen. At the top, there is a navigation bar with 'Home', 'Client/Enrolment', 'Scheduled Reports', and 'Notifications'. Below this, there is a search filter section with a 'Type' dropdown menu. The 'Type' dropdown is open, and 'Notice' is selected and highlighted with a red box. Below the search filter, there is a table of pending activities. The table has columns for 'Activity Creation Date', 'Type', 'Reason', and 'Description'. Two rows are visible, both with 'De-enrolment' as the type and 'DCDE - Client Deceased' as the reason.

Activity Creation Date	Type	Reason	Description
29-Oct-2021	De-enrolment	DCDE - Client Deceased	Home Clinic ID 1000000, Billing Number N/A, Client 914009908 - Test-MergeRetest, Flynn, De-enrolled/Deceased Date 01-Oct-2021
24-Sep-2021	De-enrolment	DCDE - Client Deceased	Home Clinic ID 1000000, Billing Number N/A, Client 913562226 - Test-DC-037, Brigid, De-enrolled/Deceased Date 02-Sep-2021

- Reason – drop-down menu lists the new de-enrolment, rejection and notices related to deceased clients.
  - Search for de-enrolment reason **DCDE – Client Deceased**

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendago Logout

[Print Pending Activities](#) [Return to \(Test CR Clinic UAT\)](#)

### Pending Activities (Test CR Clinic UAT)

Type: De-enrolment Reason: 
 - Select -  
 - Select -  
 DASP - Active Enrolment Provider  
DCDE - Client Deceased  
 DMRA - More Recent Active  
 DPEC - Passive Enrolment Conflict  
 DSEE - Same Start and End Date
  Description:

From:  To:

The following is a list of records that require attention. Some may require an action.

- Check the box in the appropriate row
- Select **Apply** at the bottom of the page. You may check multiple rows before selecting **Apply**.

<input type="checkbox"/>	Activity Creation Date	Type	Reason	Description
<input type="checkbox"/>	29-Oct-2021	De-enrolment	DCDE - Client Deceased	Home Clinic ID 1000000, Billing Number N/A, Client 914009508 - Test Merge/Retest, Flynn, De-enrolled/Deceased Date 01-Oct-2021
<input type="checkbox"/>	24-Sep-2021	De-enrolment	DCDE - Client Deceased	Home Clinic ID 1000000, Billing Number N/A, Client 913562226 - Test DC-037, Brigid, De-enrolled/Deceased Date 02-Sep-2021

- De-enrolment Detail screen can be accessed by clicking on one of the results within the searched Pending Activities.

**De-enrolment Detail - 24-Sep-2021** ✕

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**Client Name:** Test-DC-037, Brigid      **De-enrolment Reason:** DCDE - Client Deceased  
**PHIN:** 913562226      **De-enrolment Date:** 02-Sep-2021

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**MHRN:**      **Home Clinic Name:** Test CR Clinic UAT  
**Date of Birth:** 15-May-1952      **Home Clinic Identifier:** 1000000  
**Administrative Sex:** Unknown      **EMR:** ChartStar  
**Provider Name:**      **Provider Billing Number:**

[OK](#)

- Search for notice reason **RCDE – Client Deceased**

Home Client/Enrolment Scheduled Reports Notifications Welcome sweleendagoda Logout

Print Pending Activities Return to Test CR Clinic (UAT)

### Pending Activities (Test CR Clinic UAT)

Type: Rejection

From: 16-Sep-2021 To: 19-Dec-2021

The following is a list of records that require attention. Some may require an action:

- Check the box in the appropriate row
- Select **Apply** at the bottom of the page. You may check multiple rows before selecting Apply.

Activity Creation Date	Type	Description
<input type="checkbox"/>	06-Oct-2021	Rejection

Reason dropdown menu items:

- Select --
- Select --
- RAAP - Active Suspended Passive
- RCDE - Client Deceased**
- RCIF - Client Identifier Type Invalid
- RCIS - Client Inconsistent
- RDCR - Data Correction Required
- RDOB - Enrolment Start Date before Date of Birth
- REVA - Existing Active Enrolment
- RFEO - Future End Date
- RFSD - Future Start Date
- RHCI - Home Clinic Unidentifiable
- RHEI - Historical End Date
- RESD - Historical Start Date
- RVP - Invalid Provider
- RPEC - Passive Enrolment Conflict
- RSEO - Start and End Date Order

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Click Apply to remove checked rows from your Pending Activities

- Rejection Detail screen can be accessed by clicking on one of the results within the searched Pending Activities.

Rejection Detail - 06-Oct-2021

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**Client Name:** CancelCode, Pinenut      **Rejection Reason:** RCDE - Client Deceased  
**PHIN:** 955334126      **Deceased Date:** 25-Aug-2016

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**MHRN:**      **EDTR Clinic Identifier:**  
**Date of Birth:** 20-Apr-1986      **Home Clinic Name:** Test CR Clinic UAT  
**Administrative Sex:** Female      **Home Clinic Identifier:** 1000000  
**EMR:** ChartStar  
**Provider Name:**  
**Provider Billing Number:**

**OK**

- Search for rejection reason **NCDU – Client Deceased Information Update** or **NCER – Client Enrolment Reinstated**

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendagoda Logout

Print Pending Activities Return to (Test CR Clinic-UAT)

### Pending Activities (Test CR Clinic UAT)

Type: Notice Reason: NCDU - Client Deceased Information Update Description:

From: 16-Sep-2021 To: 15-Dec-2021

Reason: NCDU - Client Deceased Information Update, NCER - Client Enrolment Reinstated

The following is a list of records that require attention. Some may require an update in your EMR. Once the record is remediated:

- Check the box in the appropriate row.
- Select **Apply** at the bottom of the page. You may check multiple rows before selecting **Apply**.

	Activity Creation Date	Type	Reason	Description
<input type="checkbox"/>	29-Oct-2021	Notice	NCDU - Client Deceased Information Update	Home Clinic ID 1000000, Client 914009508 - Test-Merge/Retest, Flynn, Deceased Date 01-Oct-2021
<input type="checkbox"/>	24-Sep-2021	Notice	NCDU - Client Deceased Information Update	Home Clinic ID 1000000, Client 913562226 - Test-DC-037, Brigid, Deceased Date 02-Sep-2021
<input type="checkbox"/>	23-Sep-2021	Notice	NCDU - Client Deceased Information Update	Home Clinic ID 1000000, Client 955334154 - Cancel/Code, Macadamia, Deceased Date 14-May-2021
<input type="checkbox"/>	16-Sep-2021	Notice	NCDU - Client Deceased Information Update	Home Clinic ID 1000000, Client 906186597 - Test-DC-033, Cedric, Deceased Date Removed

- Notice Detail screens can be accessed by clicking on one of the results within the searched Pending Activities.

### Notice Detail - 30-Sep-2021 ✕

<p><b>Client Name:</b> DC-TestC2-107, Ella</p> <p><b>PHIN:</b> 901411204</p> <hr/> <p><b>MHRN:</b></p> <p><b>Date of Birth:</b> 22-Jul-1945</p> <p><b>Administrative Sex:</b> Female</p>	<p><b>Notice Reason:</b> NCER - Client Enrolment Reinstated</p> <p><b>Enrolment Start Date:</b> 09-Mar-2020</p> <hr/> <p><b>Home Clinic Name:</b> Dr. Marc Susser Medical Corporation</p> <p><b>Home Clinic Identifier:</b> 1000003</p> <p><b>EMR:</b> Test1</p> <p><b>Provider Name:</b> Test10, Test10</p> <p><b>Provider Billing Number:</b> 09833</p>
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OK

Notice Detail - 29-Oct-2021

<b>Client Name:</b> Test-MergeRetest, Flynn	<b>Notice Reason:</b> NCDU - Client Deceased Information Update
<b>PHIN:</b> 914009508	<b>Deceased Date:</b> 01-Oct-2021
<b>MHRN:</b>	<b>Home Clinic Name:</b> Test CR Clinic UAT
<b>Date of Birth:</b> 01-Nov-1954	<b>Home Clinic Identifier:</b> 1000000
<b>Administrative Sex:</b> Male	<b>EMR:</b> ChartStar
	<b>Provider Name:</b>
	<b>Provider Billing Number:</b>

OK

- When the NCDU is generated due to death date removal, the Deceased Date will be shown as **Removed**

Notice Detail - 16-Sep-2021

<b>Client Name:</b> Test-DC-033, Cedric	<b>Notice Reason:</b> NCDU - Client Deceased Information Update
<b>PHIN:</b> 906186597	<b>Deceased Date:</b> Removed
<b>MHRN:</b>	<b>Home Clinic Name:</b> Test CR Clinic UAT
<b>Date of Birth:</b> 11-May-1952	<b>Home Clinic Identifier:</b> 1000000
<b>Administrative Sex:</b> Female	<b>EMR:</b> ChartStar
	<b>Provider Name:</b>
	<b>Provider Billing Number:</b>

OK

### Client Search Screen

- The new search criteria, Client Status check boxes allow searching Active and/or Deceased clients
- By default the Active checkbox is selected

### Home Clinic Portal

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendagud Logout

Search Client

PHIN:  Last Name:  Administrative Sex:

MHRN:  First Name:  Client Status\*:  Active  Deceased

Other Identifier:  Date of Birth:

Search Clear Add

- Under search results table of the Client Search screen, the new Client Status column shows the status of each client searched.

## Home Clinic Portal

Home Clinic Portal

Home Client/Enrolment Scheduled Reports Notifications Welcome swelendagoda Logout

Search Client

PHIN:  Last Name:  Administrative Sex:

MHRN:  First Name:  Client Status\*:  Active  Deceased

Other Identifier:  Date of Birth:

Display Identifiers

Name	Identifier	DOB	Administrative Sex	Client Status
CPtest1, Cathy	PHIN: 909746765	09-Jul-1975	Female	Active
CPtest2, Jimmy	PHIN: 918855014	07-Jul-1999	Male	Active
CRUpgradeTest, James	PHIN: 114421037	31-Dec-2003	Male	Active
DC-TestC2-001, Elnora	PHIN: 917865509	24-Apr-1963	Female	Deceased
DC-TestC2-002, Hoa	PHIN: 911913486 MHRN: 332111	05-Aug-2009	Male	Active
DC-TestC2-003, Larissa	PHIN: 911765142	03-Apr-1970	Female	Deceased
DC-TestC2-004, Natalie	PHIN: 901473093	27-May-1985	Male	Active

## Client Details Screen

- If the client's status is Deceased, the title shows as **Client Details (Deceased)**
- New Client Status and Client Status Date fields have been added

Client Details (Deceased)

Client: DC-TestC2-001, Elnora Phone: Address: Alberta PHIN: 917865509  
Date of Birth: 24-Apr-1963 MHRN:  
Administrative Sex: Female

Client Status: Deceased  
Client Status Date: 15-May-2021

Enrolment History Client Status History

As of: 15-Dec-2021 Today Include Corrected History  Enrolment Wizard

Home Clinic Name	Enrolment Dates	Status	Provider	Client Provider Relationship Dates
Not Authorized	Start: 01-May-2021 Active: 01-May-2021 End: 15-May-2021	De-enrolled		



## Client Status History

The Client Status History table shows the details of client's status changes for all clients.

Client Status History will provide changes to Client status and the associated date. This history is useful and should be used in situations when there are corrections to Client's Death Date which impacted enrolment.

### Client Details (Deceased)

**Client:** DC-TestC2-005, Cheryl  
**Date of Birth:** 15-Dec-1963  
**Administrative Sex:** Male  
**Client Status:** Deceased  
**Client Status Date:** 03-Aug-2021

**Phone:**  
**Address:** Manitoba

**PHIN:** 917814914  
**MHIRN:** 222444

Enrolment History **Client Status History**

Modified Date	Modified By	Client Status	Client Status Date
16-Aug-2021	sysadmin	Deceased	03-Aug-2021
13-Aug-2021	admin-swelendagoda	Active	13-Aug-2021

### Enrolment Wizard

Clients in Deceased status only have **Historical Enrolment** and **Data Correction** options available in the Enrolment Wizard.

#### Enrolment Wizard

Historical Enrolment

Data Correction

**DC-TestC2-005, Cheryl: 917814914**

Please select a wizard option listed to the left

For data correction, please contact the home clinic team  
**Local:** 204-926-6010  
**Toll Free:** 1-866-926-6010  
**Email:** homeclinic@sharedhealthmb.ca

Close

### Scheduled Reports - Changes to existing reports

There have been changes to the following Scheduled Reports in order for your Home Clinic to view a summary total of de-enrolment of deceased clients or a detailed list by Most Responsible Provider of de-enrolment of deceased clients. Please view our QRG on accessing Scheduled Reports for your Home Clinic <https://sharedhealthmb.ca/files/home-clinic-generate-reports.pdf>. Below is how the deceased client information appears in the two Scheduled Reports;

#### 1) Client Auto De-enrolment by MRP – Detail

#### Client Auto De-enrolment by MRP - Detail

Report Parameters: Home Clinic ID:  
12-Dec-2021 08:57:43 PM  
Report Run Date / Time:



Home Clinic Name	Home Clinic Identifier	Provider Billing ID	Provider Name	Rejection Code / Reason		Identifier(s)	Client Name			Date Of Birth	Admin Sex
							Last	First	Middle		
		None	None	RCDE	Client Deceased	903729530 - JHNMB	Dore	Test-DC-046		1987-Apr-28	F
				RCDE	Client Deceased	906186597 - JHNMB	Test-DC-033	Cedric		1952-May-11	F
				RCDE	Client Deceased	906186597 - JHNMB	Test-DC-033	Cedric		1952-May-11	F
				RCDE	Client Deceased	906186597 - JHNMB	Test-DC-033	Cedric		1952-May-11	F
				RCDE	Client Deceased	911718433 - JHNMB	DC-TestC2-007	Raul		1971-Jan-07	F
				RCDE	Client Deceased	918242582 - JHNMB	DC-TestE2E008	Jane		1953-Aug-05	F

## 2) Client Auto De-enrolment – Summary

### Client Auto De-enrolment - Summary - On Demand

Home Clinic Name	Home Clinic Identifier	Active Supersedes Passive	More Recent Active	Passive Enrolment Conflict	De-enrolment Same Start and End Date	Client Deceased
HC Test 6 for OR	1000069		0	3	0	4

For questions and assistance with the Home Clinic Portal or patient enrolment, please contact your **HOME CLINIC LIAISON** or the Home Clinic team at 204-926-6010, 1-866-926-6010 or [homeclinic@sharedhealthmb.ca](mailto:homeclinic@sharedhealthmb.ca).