SOP: Data Correction and Validation of Patient ID Information in CRS

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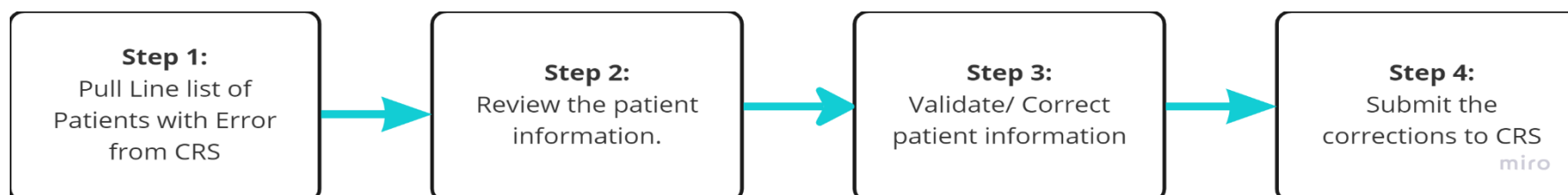## Section 1: Correction of Patient information in CRS using KenyaEMR

Introduction:

While the initial RRI phase of patient verification and issuance of MoH assigned Unique patient Identification (UPI) number has been concluded, a few patients were found to have conflicting National Identification (ID) information with information held within the National Integrated Persons Registration System (IPRS). This follows that the affected patients should be identified, and their particulars validated to correct this inconsistency. This job aid provides a guide to the process of validating and correcting the information for these clients in both KenyaEMR and Ushauri applications.

NB:
- The patient information verification is a one-off exercise that involves pulling a line list of the affected patients, verification of the patient information and updating the corrections to the Client Registry System (CRS).
- This document provides user guide for both KenyaEMR and Ushauri platforms.

CRS Patient Data Correction steps

| **Step 1:** Pull Line list of Patients with Error from CRS	→	**Step 2:** Review the patient information.	→	**Step 3:** Validate/ Correct patient information	→	**Step 4:** Submit the corrections to CRS

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Step1: Pulling the linelist of patient with mismaching information

The first step is to pull the error list from the CRS into KenyaEMR. The followng is the procedure:

Steps:

i. Log into KenyaEMR

ii. Locate **NUPI Verification** icon shown below and click.
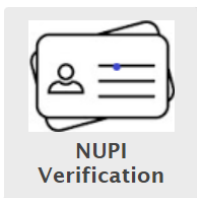
NUPI Verification

This will open the Verification summary page.

iii. On the verification summary page, click on the **Verified with Errors** tab as shown.

iv. Click on **Pull Verification Errors** button and wait for the process to complete. **NB**: This requires active internet availability (see **Step 1**)

v. Check the number of failed IPRS Verification for your facility.

vi. Check the error under IPRS Errors column. To correct the error, click Verify Client button (see **Step 2**). This will open the registration page from where you can make the changes.

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Logged in as *Super User* | My Profile | Log Out

Client verification summary

Total attempted verification	689	Total verified	689
Verified currently on ART	686	Total pending verification	0
Pull Verification Errors	Step 1: Click to pull the error list from CRS	Failed IPRS verification	448

Patient list | **Verified with Errors**

Verification errors
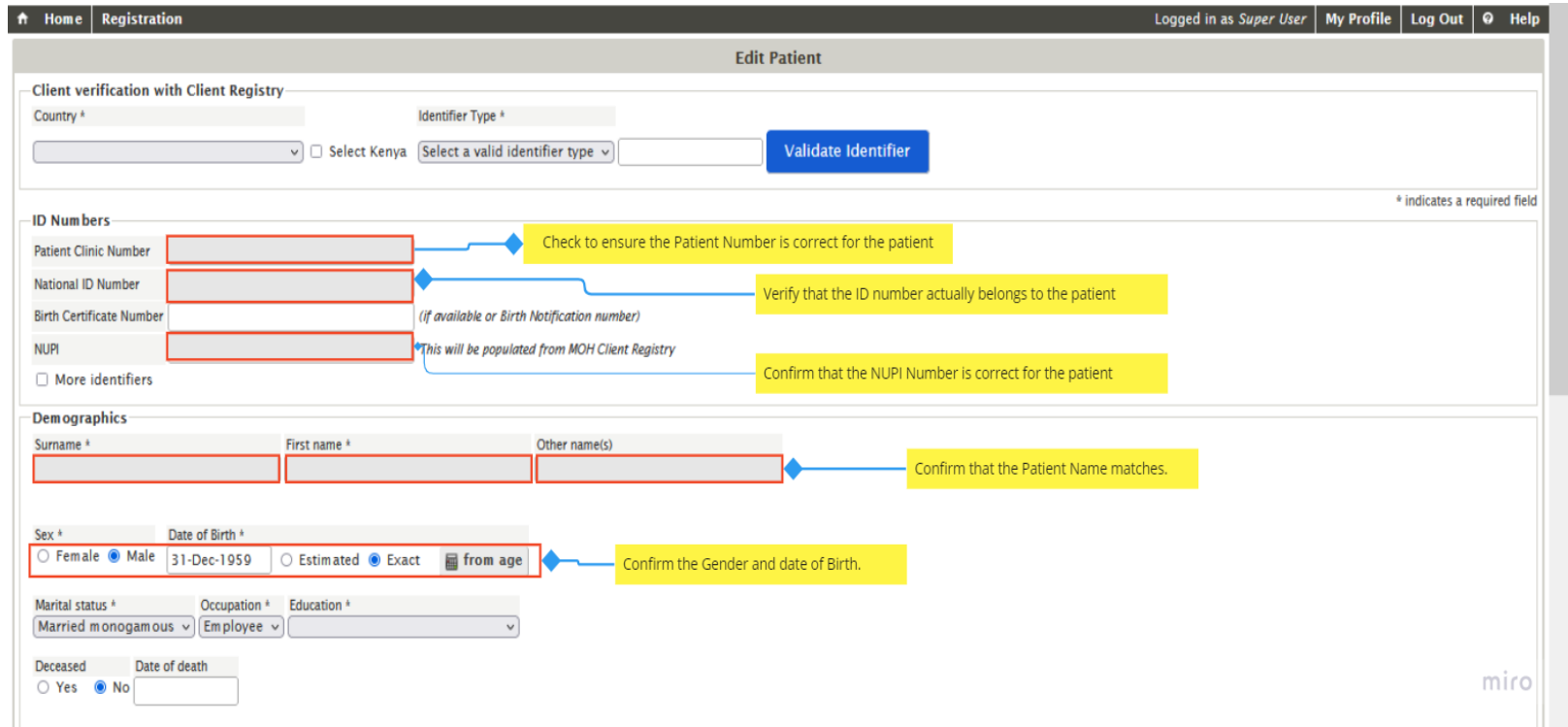
First Name	Middle Name	Last Name	Sex	DOB	IPRS Error	Action
			M	31-Dec-1959	Confirm Client Gender	Verify client Step 2: Click to update the client details
			M	18-Mar-1985	Confirm Client Gender	Verify client
			M	05-Nov-1976	Confirm Client Gender	Verify client
			F	10-Aug-1970	Check Client Names	Verify client
			M	20-Dec-1978	Confirm Client Gender	Verify client
			M	24-Jun-1974	Confirm Client Gender	Verify client
			M	15-Jun-1972	Confirm Client Gender	Verify client
			M	31-May-1963	Check Identification Documents	Verify client
			F	15-Jun-1983	Check Client Names	Verify client
			M	24-Aug-1948	Confirm Client Gender	Verify client

Step 2: Review the IPRS error provided

The error message for each client is listed under "**IPRS error**" column as shown above. Review the errors and determine the record you would wish to validate. Click the "Verify Client" button against the record to proceed with validation process in Step 3.

Step 3: Correction of Patient Particulars

The registration form will load pre-populated with exisiting patient registration information. Dependign on the error message shown on Step 1 above. Go through the registration details paying great attention to the highlighted fields.

Make corrections as needed and confirm that no new error is introduced.

Step 4: Submit Corrections to CRS

Once the identified error is corrected, you need to submit the corrections to CRS. To do this, scroll to the bottom of the form and click "**Post to Registry**" as shown.

NB: This process requires an active internet connectivity.

Also note that you may fail to make any correction in some instance if the exisiting information is valid. However, you still need to submit the information to CRS.

The system will load the Client Verification Summary page on clicking **Save Changes** to continue with validation of the next client.
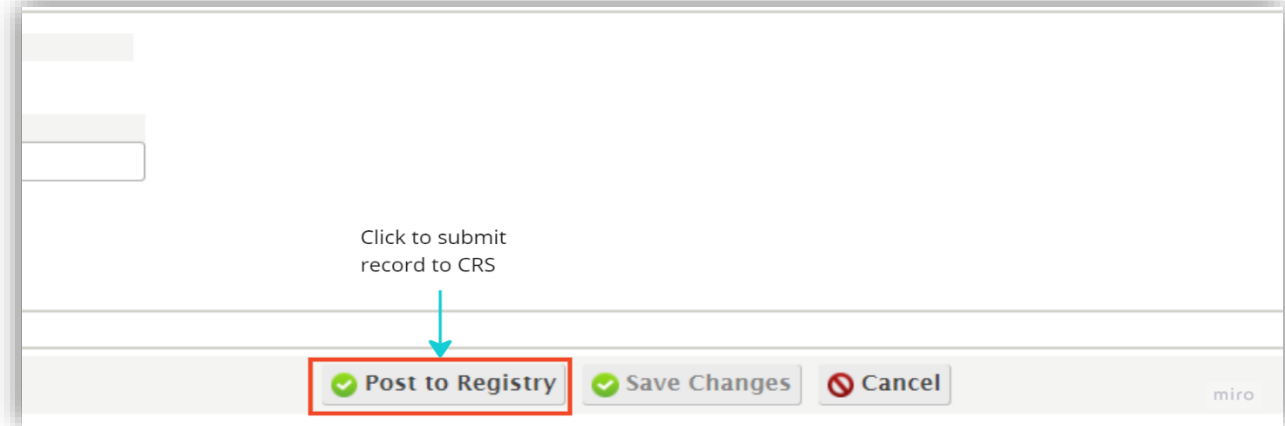
Reference list for possible errors The following are possible IPRS errors you are likely to see on the line list**.**	i. *Check name:* You need to check the patient National ID for the correct name. ii. *Check Gender*: Check validate the patient gender as contained in the ID document. iii. *Check Client Details & Identification Documents*: Check for other client details including demographic information as captured on the national ID. **NB**: There may be additional error messages other than the three provided above. Make corrections as appropriate.

PART 2: CRS VALIDATION THROUGH USHAURI MOBILE APPLICATION

Section 2: Correction of Patient information in CRS using Ushauri

Introduction:

While the initial RRI exercise of patient verification and issuance of NUPI number has been concluded, a few patients National Identification (ID) information were found to be inconsistent with the information held in the National Integrated Persons Registration System (IPRS). This follows that the affected patients should be identified, and their particulars validated to correct the anomaly.

This section provides a guide to the process of validating and correcting such information in Ushauri.

NB: The patient information verification is a one-off exercise that involves pulling a line list of the affected patients, verification of the patient information and updating the corrections to the Client Registry System (CRS).

The following is a summary of the steps:
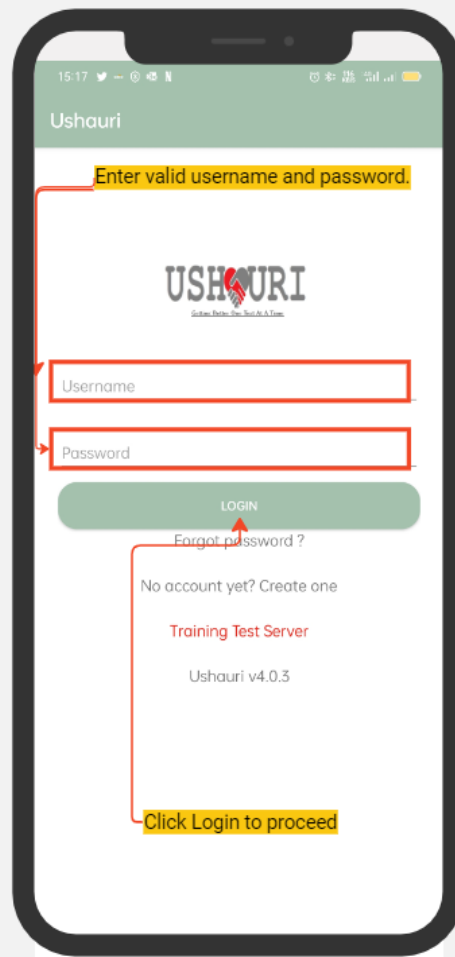
1. Login into Ushauri App.

At this point it is assumed that you have either downloaded a fresh copy of the app from Google Play Store or you have updated your instance to the latest version.

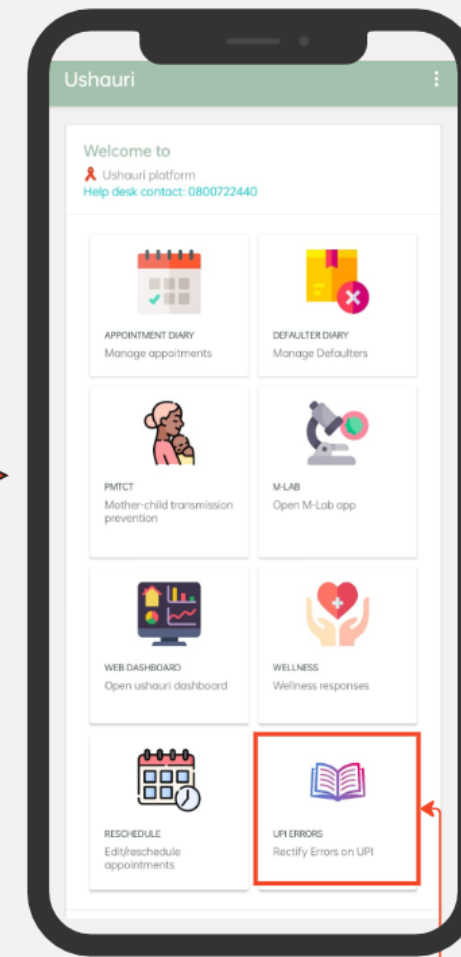When ready, follow these steps to log in.

Steps

- Launch the application by locating it on your mobile devise and tapping on the icon.
- If you are required to register, proceed with the registration by supplying the correct credentials as directed. Save the details to return to login screen.
- On the login screen, supply your username and valid password. Tap LOGIN button to continue.
- On the home page, tap UPI ERRORS icon as shown to proceed.

Login

Ushauri

Enter valid username and password.

USHAURI

Username

Password

LOGIN

Forgot password ?

No account yet? Create one

Training Test Server

Ushauri v4.0.3

Click Login to proceed

Next

Home Page

Ushauri

Welcome to
Ushauri platform
Help desk contact: 0800722440

APPOINTMENT DIARY
Manage appointments

DEFAULTER DIARY
Manage Defaulters

PMTCT
Mother-child transmission prevention

M-LAB
Open M-Lab app

WEB DASHBOARD
Open ushauri dashboard

WELLNESS
Wellness responses

RESCHEDULE
Edit/reschedule appointments

UPI ERRORS
Rectify Errors on UPI

Tap on this icon to load the error list
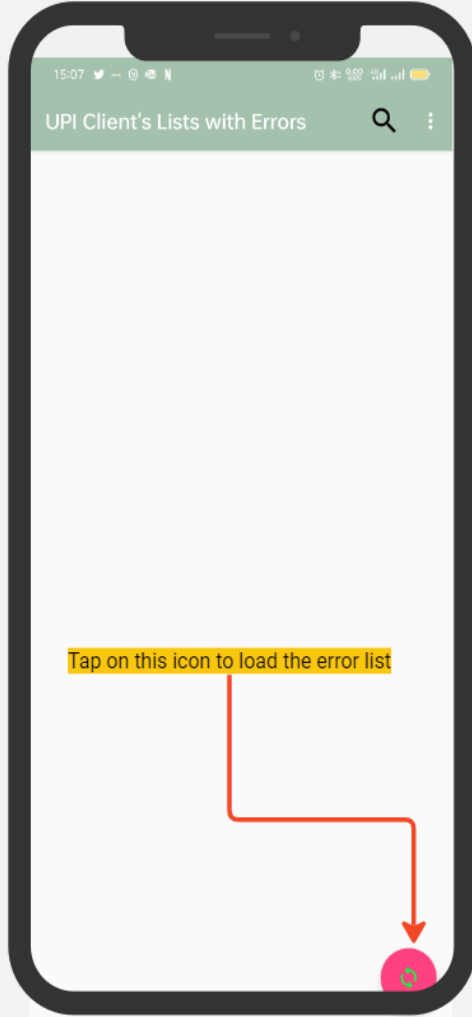
2. Refreshing and pulling the CRS Error List.

- On the next screen locate the red button on the lower right of the screen as shown.

- Tap on the button to refresh and pull the list of patients with errors from CRS. NB: This requires internet. Ensure your mobile devise is connected to an active internet. Otherwise, no list will be populated.

- On the next screen a line list of clients with issues will be displayed. Take note of the Error descriptions for hint of what to validate.

At this point it is assumed you have reviewed the list and contacted the client to present their IDs.
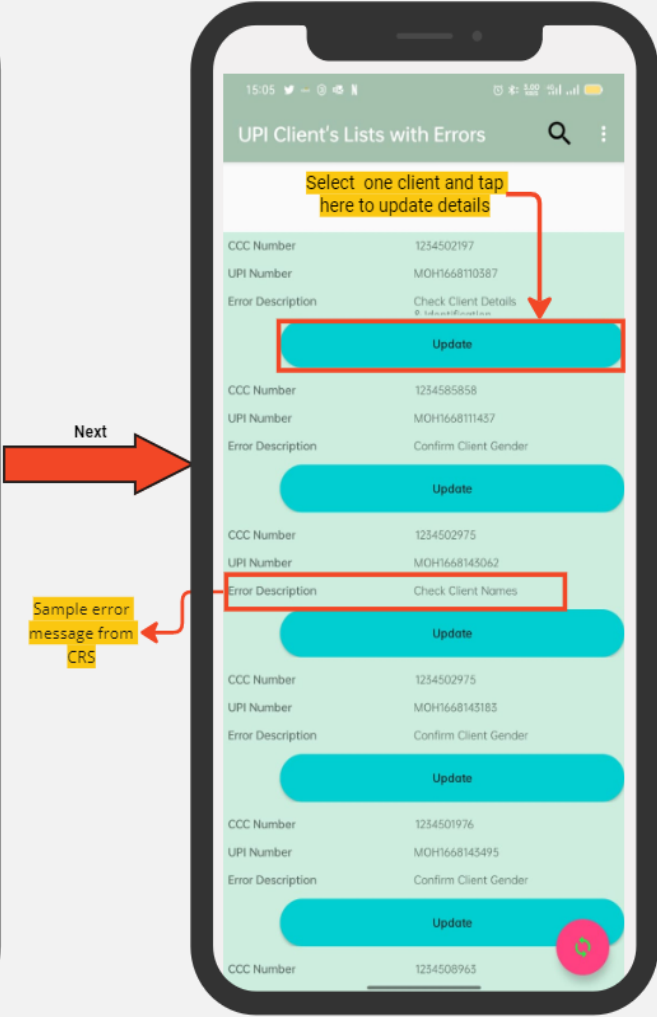
- To begin the validation exercise, pick the right patient or search for a specific client.

- Click "**Update**" as shown. This will take you to the next screen with patient profile loaded to begin the validation.

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Load Line list

Validation list

UPI Client's Lists with Errors

Tap on this icon to load the error list

Next

UPI Client's Lists with Errors

Select one client and tap here to update details

CCC Number	1254502197
UPI Number	MOH1668110387
Error Description	Check Client Details & Identification

Update

CCC Number	1254585858
UPI Number	MOH1668111437
Error Description	Confirm Client Gender

Update

CCC Number	1254502975
UPI Number	MOH1668145062
Error Description	Check Client Names

Sample error message from CRS

Update

CCC Number	1254502975
UPI Number	MOH1668143183
Error Description	Confirm Client Gender

Update

CCC Number	1254501976
UPI Number	MOH1668145495
Error Description	Confirm Client Gender

Update

| CCC Number | 1254508963 |

3. Updating client information.

On the Client Details screen, you will need to update the information based on the error description as provided in Step 2 above.
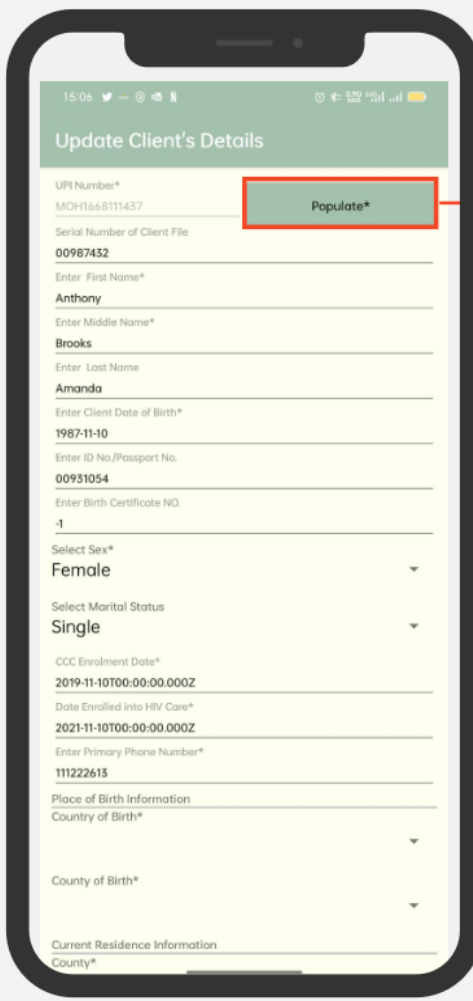
Steps.

- Tap on **Populate** button to pull and populate client details before you embark on validation.

- Perform the validation by referencing the patient Identification (ID) document as you update all the fields with accurate details.

- Review and confirm that you have captured everything correctly.

- Tap **UPDATE** button to save the changes.
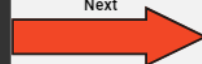
NB: This process requires active internet connectivity.
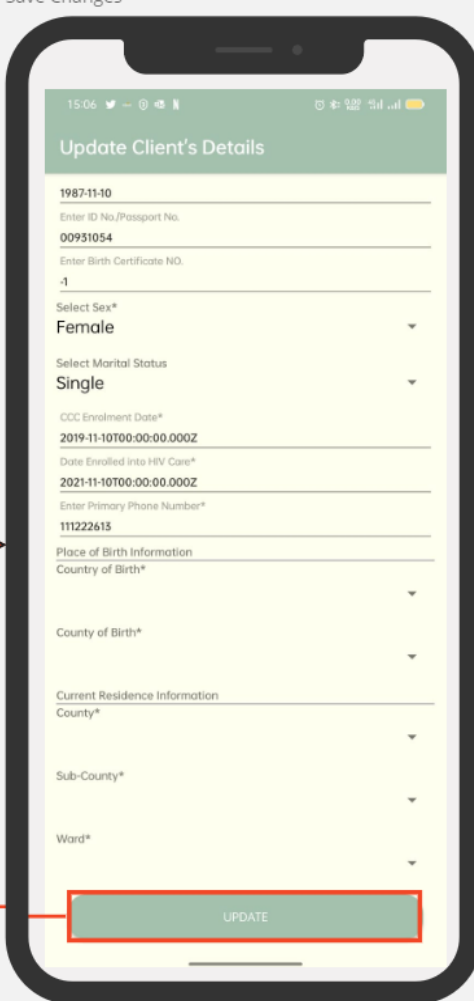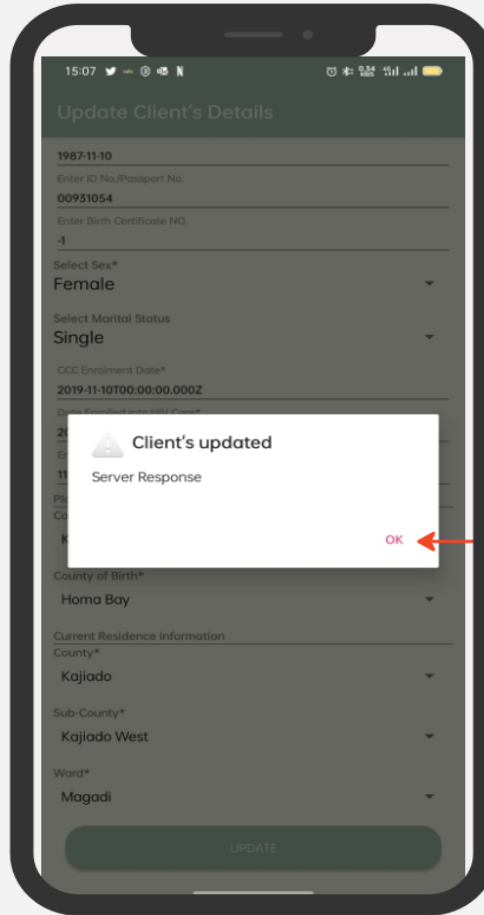
After tapping the UPDATE button (see previous step) the system will display a success message to show successful update and submission of the information to CRS.

You may receive an error message If your device is not connected to internet.

Tap OK on the message to proceed with the validations of the next client.

Confirmation

Load List again

Next

Tap Ok to proceed
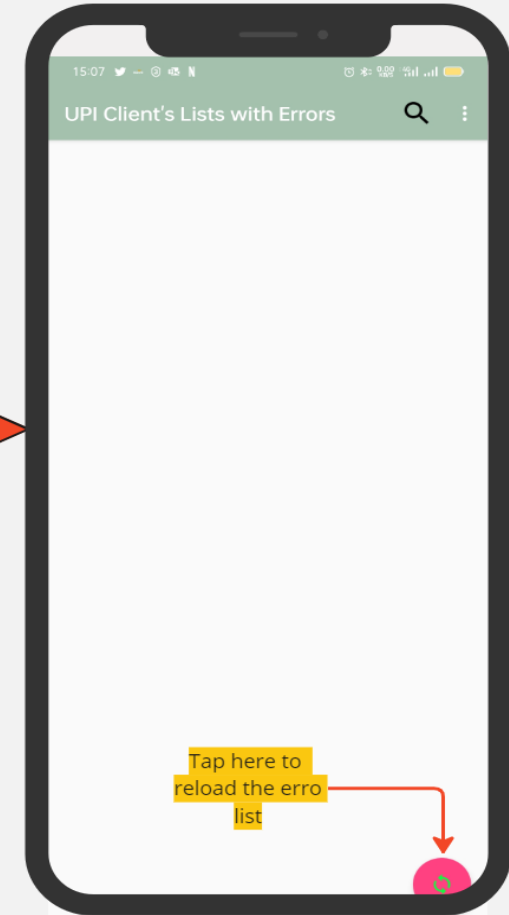
Tap here to reload the erro list

THE END