

MPI – ADD AND EDIT PATIENT CONTACT INFORMATION INC. LANGUAGE AND OTHER TABS

There are two types of information in the patient’s contact information: Records that have a start/end dates (**e-Contacts, School/Employer** tabs) and those that do not (**Person Contacts, Language, Other** and **Sexual Orientation** tabs).

Bring up the **Patient Details** screen

See the **MPI & Look Up - Search for a Patient** manual for details on how to search for a patient

The **Patient Details** screen opens

The screenshot shows the 'Patient details' form with the following sections:

- Name Details:** Forename: Kimberley, Other Given Names: (empty), Surname: Roberts, Title: Mrs, Name at Birth: (empty), Unverified NHS Number: (empty).
- Address Details:** Current address: 5 The Chestnuts, Princess Crescent, Brighton, BN2 3RS. There is also a '2nd Address' field.
- Personal Details:** Date of birth: 21-Apr-1973, Gender: Female, Ethnic group: White British, Civil status: Not Disclosed, Religion: Church of England, Nationality: British, Military veteran: No.
- GP Details:** GP: Cramp, J (Dr) (G941614), Practice: Non-pedal Surgery, 2 Victoria Road, Brighton, East Sussex, BN1 1PS, Telephone: 01273 528950, Valid from: 13-Jun-2018.

Scroll down to the **Contact Details** section of the **Patient Details** screen and click on the tab with the data you wish to update

The screenshot shows the 'Contact Details' section with tabs for Summary, e-Contacts, Person Contacts, School/Employer, Language, and Other. The 'e-Contacts' tab is selected, showing a table with columns for Details, Type, From, and To. A row is visible with the value 'Telephone 0777711297'.

The information recorded in that tab will show

The screenshot shows a table with the following data:

Details	Type	From	To
Telephone 0777711297	Mobile number	08-Nov-1977	

Where the information is out-of-date for data which have start and end dates, right click on the relevant row then choose the **Edit** option.

The screenshot shows the 'Contact Details' table with a right-click context menu open over the row 'Telephone 0777711297'. The menu options are:

- Edit Contact
- Add Electronic Contact
- Make Current
- Add Home
- Add E-mail
- Add Mobile number

The **Edit Details** dialogue box opens

The screenshot shows the 'Edit Details' dialogue box for 'JENKINS, Kimberley (Mrs) - Person's Telecom Details'. The fields are:

- Telecom type: Telephone
- Telecom role: Mobile number
- Telecom value: 0777711297
- Valid from: 08-Nov-1977
- Valid to: (empty)
- Consent:

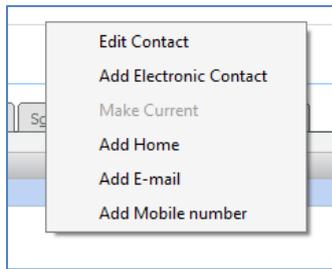
Buttons: Cancel, Save

Type in an end date, yesterday or older, in the **Valid To:** field then click **Save**

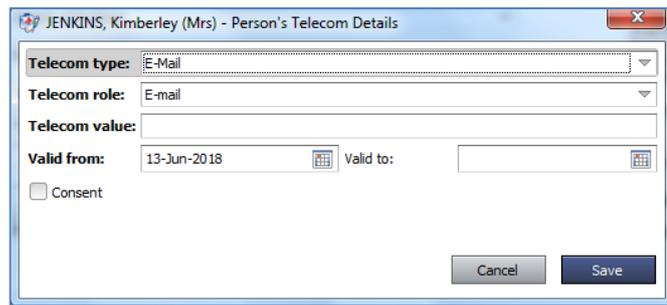
The data have been ended.

Now follow the steps below, to add a new row of data (e.g. mobile phone, educational establishment etc.)

To add a new data row, right-click and choose the relevant **Add** option

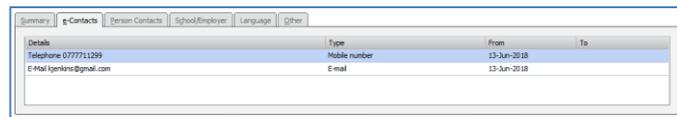


The **Details** dialogue box opens



For example, for a telephone contact, select the telecom type, role, value, and the valid from date. Click the **Consent** box if the patient has given consent to be contacted via this medium, then click **Save**.

The information is added to the relevant tab

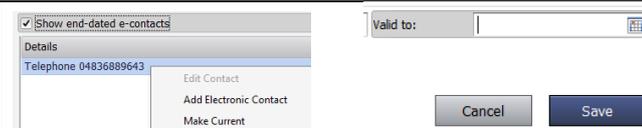


In this way, you will only ever have one active row for each data entry type, with the others being inactive, with end dates in the past.

To view old telephone numbers, tick the **Show end-dated e-contacts** box

Show end-dated e-contacts

If an end-dated telephone number is correct right mouse click on the number, select **Make Current**, remove the **Valid to date** and click on **Save**.



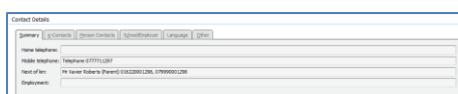
It is very important that you **do not** overwrite existing contact details as this information will then **not be passed on** to the Trust's clinical systems which can cause issues with treating patients.

All UK telephone numbers **MUST** include STD codes and **MUST** be a minimum of 10 characters in length (no spaces).

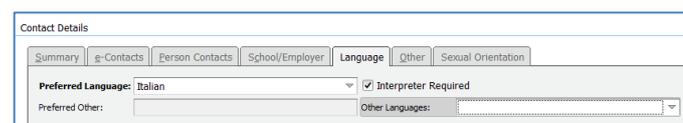
All international numbers **MUST** be prefixed with "+" followed by the country code and **MUST** be a minimum of 12 characters in length. Any leading zero in the area code **MUST** be omitted except where the area code has been incorporated into the subscriber's number and a leading zero has been retained (the only known instance of this is with Italian landlines, international prefix +39).

Language tab

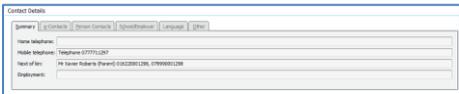
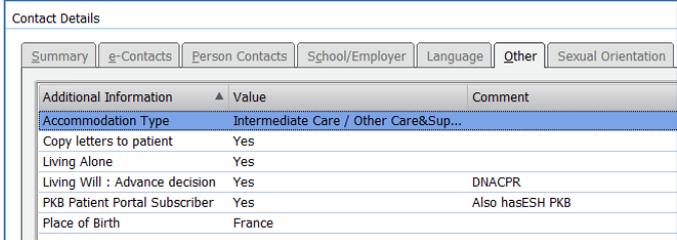
Scroll down to the **Contact Details** section of the **Patient Details** screen and click on the Language tab



The information recorded in that tab will show



To edit the existing information, click on the relevant drop-down list for languages or the tickbox for Interpreter required	
Select the values as necessary then click Save	The details have been updated

<p>Other tab</p>																												
<p>Scroll down to the Contact Details section of the Patient Details screen and click on the Other tab</p> 	<p>The information recorded in that tab will show</p>  <table border="1" data-bbox="719 584 1396 824"> <thead> <tr> <th colspan="3">Contact Details</th> </tr> <tr> <th colspan="3">Summary g-Contacts Person Contacts School/Employer Language Other Sexual Orientation</th> </tr> <tr> <th>Additional Information</th> <th>Value</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>Accommodation Type</td> <td>Intermediate Care / Other Care&Sup...</td> <td></td> </tr> <tr> <td>Copy letters to patient</td> <td>Yes</td> <td></td> </tr> <tr> <td>Living Alone</td> <td>Yes</td> <td></td> </tr> <tr> <td>Living Will : Advance decision</td> <td>Yes</td> <td>DNACPR</td> </tr> <tr> <td>PKB Patient Portal Subscriber</td> <td>Yes</td> <td>Also hasESH PKB</td> </tr> <tr> <td>Place of Birth</td> <td>France</td> <td></td> </tr> </tbody> </table>	Contact Details			Summary g-Contacts Person Contacts School/Employer Language Other Sexual Orientation			Additional Information	Value	Comment	Accommodation Type	Intermediate Care / Other Care&Sup...		Copy letters to patient	Yes		Living Alone	Yes		Living Will : Advance decision	Yes	DNACPR	PKB Patient Portal Subscriber	Yes	Also hasESH PKB	Place of Birth	France	
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