



July 17, 2025

Provincial Client Registry Review

1. Overview

What Is the Provincial Client Registry?

The Client Registry (CR) is a core component of Newfoundland and Labrador's electronic health records (EHR) system. It stores demographic information for any person who has ever been issued a Medical Care Plan (MCP) number—active or expired—or who has received healthcare in the province. This includes encounters at hospitals, clinics, pharmacies, or physician offices.

Who Has a Client Registry Record?

The CR contains records for:

- Current residents of Newfoundland and Labrador
- Former residents of Newfoundland and Labrador
- Visitors to Newfoundland and Labrador who received healthcare at a facility that registers patients in the CR

Who Is Not in the Client Registry?

The only individuals not found in CR are those who have **never** received healthcare in the province and **never** lived in the province.

2. Searching the Client Registry

What Should I Do if I Search the Client Registry and No Results Are Returned?

No results doesn't necessarily mean the patient is not in the CR. If a search is too broad, it may exceed the 25-record limit that CR can return, resulting in no matches.

To Avoid this:

- Always use **full first and last name**
- Always include the correct **date of birth (DOB)**.
- Verify all demographic information with the patient, including possible name changes and MCP numbers.



NL Health Services

Example:

Searching for Mary Murphy using 'Mar Mur' will match with numerous names (Margret Murphy, Mark Murphy, Marilyn Murphy, Margot Murphy, etc.) easily exceeding the 25-record limit, resulting in no matches returned. Even searching using "Mary Murphy" alone could also exceed the limit because it is a very common name. Adding the DOB is essential to narrowing the results.

How Do I Search for a Patient in the Client Registry?

There are two ways to search the (CR):

1. MCP Search

Use the MCP number **exactly** as it appears on the patient's actual MCP card. Be cautious with MCP numbers copied from prescriptions or other sources—they may have been recorded incorrectly.

2. Demographic Search

The minimum required search criteria are:

- Full first and last name (no abbreviations)
- Date of birth (DOB)

If no results are returned:

- Confirm the demographic information with the patient, especially the spelling of their name and DOB.
- For DOBs that are provided numerically (e.g., 1974/06/08), be mindful that the format could mean June 8 or August 6.
- Adding additional information to a demographic search, such as a phone number or address, may also help narrow your search and reduce the number of matches returned.
- Recheck MCPs directly from the card if applicable.

What Should I Do if My Search Returns Duplicate Matches?

If two records appear to belong to the same person:

1. Ask the patient whether they have lived at any of the listed addresses.
2. If both records belong to the same individual, contact the **Digital Health Service Desk** at **1-877-752-6006** to request a merge.

Duplicate patient files in CR can lead to incomplete medication profiles and clinical risk.



NL Health Services

What Should I Do if I Get a Similar Result But it Is Not an Exact Match?

Never assume a result is correct or incorrect without verifying with the patient.

Differences may be due to:

- Name changes (e.g. Marriage, divorce)
- Previous addresses
- Inactive MCPs
- Historical demographic data stored in CR
 - CR may return a match that differs from the patient's current demographic information. This can happen if the patient's CR files have not been recently updated. The CR stores historical information; understanding this will help determine the correct possible match(es). If a search for Mary Murphy DOB September 15, 1960, returns Mary Critch with the same DOB, it could be the same person if the patient previously used a different last name. This can only be determined by verifying the information with the patient.

What Demographic Information Must Be Included When Adding or Linking a Patient?

All demographic information should be complete and accurate, including

- Full legal name
- Date of birth
- Address
- Phone numbers (critical for follow-up).
 - Do not create a file without it.

What Are the Clinical Risks of Adding Duplicate CR Files?

Creating duplicate files can lead to medication and prescribing errors, delays in care, and fragmented or incomplete medical histories. Clinical systems rely on the CR ID to share information, and duplicate records disrupt data accessibility and may hide important clinical details.

How Do Duplicates Affect Clinicians and Patient Care?

Duplicates cause confusion, force extra identity verification, and require contacting the service desk for record merging. Until these duplicates are merged, clinicians may be working with incomplete profiles, which may increase the risk of negative health care outcomes for the patient.



NL Health Services

Transfers From Out of Province

Do not immediately create a CR record when receiving an out-of-province transfer. Ask the transferring pharmacy to have the patient contact you directly or request the patient's contact information so you can reach out to verify their identity before proceeding. This prevents accidental creation of duplicate CR records.

Deleting and Inactivating Local Profiles

A patient file cannot be deleted from the Client Registry (CR) if there has been Pharmacy Network activity associated with the file. Inactivating a patient file locally will not inactivate the profile in the CR, since the CR does not process inactivate messages. If there is an error on a patient's profile and it has been inactivated locally, it is imperative to ensure that the Pharmacy Network profile has also been rectified.

Some vendors send a delete message when choosing to inactivate a profile, please contact your vendor to determine how inactivates and deletes are processed.



NL Health Services

True or False Quiz – Provincial Client Registry

1. The Client Registry only contains records for individuals with an active MCP number.
2. A patient's Client Registry record may exist even if they no longer live in Newfoundland and Labrador.
3. An MCP number is considered correct if it is recorded on a prescription.
4. You should always include a phone number when adding a patient to the Client Registry.
5. A patient must have an MCP to be added to CR.
6. If two CR results seem similar, it is best to just pick the one that matches the address you were given.
7. Creating a second CR file for an existing patient can result in missing clinical information.
8. Providers are responsible for proper patient identification in the Client Registry. When a delegate identifies the patient, the provider linked to that delegate is the responsible provider.
9. A person must have an active MCP to be listed in the Client Registry.
10. When a prescription is transferred from another province, you should create a new CR file immediately.
11. When doing a demographic search, it is acceptable to use shortened or abbreviated first and last names.
12. The minimum demographic information required to search the Client Registry is full first name, last name, and date of birth.
13. Searching by MCP is more accurate when the number is copied from the patient's MCP card.
14. If the date of birth is provided with a numeric format (e.g., 1974/06/08), it is not necessary to confirm the correct month and day with the patient.
15. If no results are found during a demographic search, you should verify the patient's legal name, spelling of the name and date of birth before searching again.



NL Health Services

Answer Key

Question#	Answer	Explanation
1	False	Client Registry includes records for patients with expired MCPs, and for any person who received health care at a provincial facility who registers its patients in the Client Registry. The Client Registry does not delete historical information. For example: If an out of province patient registered at an emergency room 10 years ago and has not been in the province since that visit, a search for that patient will return the Client Registry record from 10 years ago.
2	True	Former residents and visitors may have CR records.
3	False	The source of truth for MCP is the MCP card. If the MCP card is not available to verify the number, try searching with first name, last name, and DOB.
4	True	Phone numbers are required for follow-up and verification regardless of the service being provided; this includes non-prescription services.
5	False	An MCP is not a requirement to have a CR record. The Client Registry contains records for patients who have never had an MCP.
6	False	Confirm with the patient before selecting a match. If the patient confirms both records are a match, call the Digital Health Service Desk to have the records merged. It is always wise to confirm potential matches with the patient, even if only the first name and DOB match.
7	True	Duplicate files can lead to incomplete medication profiles.
8	True	Providers are responsible for proper patient identification. Proper patient identification ensures that you and other providers are working with the most update information.
9	False	Yes, a person can be in the Client Registry without an active MCP. The Client Registry will return an expired MCP if that was the last MCP recorded on the patient's file. This is important to keep in mind



NL Health Services

when searching for a patient who is from outside of the province. If a similar match is returned with an NL address and an MCP, the patient should be asked if they ever lived at the address being returned, or if they were previously covered by MCP.

- | | | |
|----|-------|---|
| 10 | False | Contact the patient to verify their identity and do a thorough Client Registry search before adding a new record to Client Registry. |
| 11 | False | Abbreviations should not be used as it could lead to finding more matches than Client Registry has the capability to return. |
| 12 | True | Full first name, last name, and DOB are the minimum required for demographic search. Not using the minimum requirements increases the risk of exceeding the number of records the Client Registry can return. |
| 13 | True | The patient's MCP card is the most reliable source of the MCP number. |
| 14 | False | Numeric formats can be confusing. Confirming the correct date with the patient is essential. |
| 15 | True | Always verify legal name, spelling of name, and DOB if no results are returned, with a demographic search. |