Troubleshooting difficulties in obtaining a patient IHI



What to do if you click "get IHI" and are unsuccessful in obtaining an IHI

Patient IHI is to be obtained by administrative staff by clicking "get IHI" after entering patient IHI obtained demographic details prior to the patient's first appointment Discrepancy Contact appropriate third Correct identified party to obtain IHI not obtained discrepancy and assistance (Genie/ click "get IHI" Medicare/ ADHA) Discrepancy identified Check demographic Discrepancy identified details against patient registration form Obtain patient consent for sending screenshots to third parties to troubleshoot, in case this is Check required, and document the demographic discrepancy identified time/date/administrative staff member name in details with patient discrepancy the patient file identified

Genie manual instructions: http://www5.geniesolutions.com.au/manual/html/index.html?pcehr.htm

