

Provincial Policy Recommendation
for
Documentation Requirements for Change of Name, Date of Birth and/or Sex

Approved by the
Provincial Health Information Management Leadership Committee
2012-03-21
Revised 2013-06-14

PURPOSE

The purpose of this policy recommendation is to standardize the documentation requirements to support a change/amendment to the name, date of birth and/or sex of patients/clients/residents as recorded in the information systems of the Regional Health Authorities (RHAs). This will support accurate patient identification within the registration systems of the RHAs and the provincial Electronic Health Record (EHR) environment.

PROCESS

The Provincial Health Information Management Leadership Committee (Provincial HIM Leadership Committee or Committee) is responsible for setting provincial health information standards and facilitating implementation within the public health sector. The Committee also fulfills the role of the Client Registry Advisory Committee, by providing advice and making recommendations to the Newfoundland and Labrador Centre for Health Information (Centre) on matters related to the provincial Client Registry (a component of the Newfoundland and Labrador EHR).

A working group reporting to the Provincial HIM Leadership Committee was struck in 2011 to develop recommendations to standardize the documentation requirements to support a change/amendment to the name, date of birth and/or sex of patients/clients/residents as recorded in the information systems of the RHAs. Members will facilitate adoption and integration of the recommendations into relevant policies and procedures of the RHAs.

POLICY RECOMMENDATION

Scope:

This policy applies to all personnel performing registration activities within the Regional Health Authorities.

Policy:

Requests for change of name, date of birth and/or sex will be accepted and changes or amendments will be made to these key identifiers only when supported by the appropriate documentation.

Policy Specifics:**Residents of Newfoundland and Labrador**

The name, date of birth and/or sex recorded on the provincial health insurance card (MCP card) is considered the source of truth. Requests for changes will be accepted and changes or amendments made to these identifiers in the information system if the information is contained on the person's active MCP card. No changes should be made in the registration system unless the name, date of birth and/or sex requested matches that on the MCP card.

Residents of other provinces and territories of Canada, with an active Health Care Number (HCN)

The name, date of birth and sex on the provincial health insurance card is considered the source of truth. Requests for changes will be accepted and changes or amendments made to these identifiers in the information system if the information is contained on the person's health insurance card with an active HCN. No changes should be made in the registration system unless the name, date of birth and/or sex requested matches that on the health insurance card.

Residents of NL without an active MCP card**Residents of other provinces and territories without an active HCN****Federal Employees (e.g. Military)****Residents of Other Countries**

Requests for changes to name, date of birth and/or sex will be accepted and changes or amendments made to these identifiers if the person presents a government issued photo ID such as a passport, federal identification card, driver's license, provincial photo identification card to support this change.

NOTE: It is acknowledged that the government departments or agencies that issue such photo identification have vetted the appropriate legal and medical documentation provided by the person to support the application for the card or changes to the name, date of birth and/or sex prior to issuance.

Related Procedures**Residents of Newfoundland and Labrador****Residents of other provinces and territories of Canada, with an active Health Care Number (HCN)**

Registration systems can be updated based on a client's request for a change to his/her name, date of birth and/or sex when the request aligns with the name, date of birth and/or sex on the person's active MCP card or active health care insurance card from another province or territory. If the information does not match, no change should be made in the registration system.

When a typo is suspected on the MCP card (e.g., Mary vs. Mayr), registration staff should telephone MCP and advise of the discrepancy. If MCP can verify the correct data against its records, it will issue another card immediately and registration staff can make the requested change in the registration system. If not, residents of NL should be advised to complete and submit the *Information Update* form with the required supporting documentation to MCP. Alternatively the RHA has the option to submit the completed documentation to MCP on behalf of the patient/client/resident.

Residents of other provinces should be advised to apply to their provincial health insurance plan for changes to the name, date of birth and/or sex.

Only when the change to the name, date of birth and/or sex has been made on the health insurance card should the change(s) be made in the registration system.

Residents of NL without an active MCP card

Residents of other provinces and territories without an active HCN

Federal Employees (e.g. Military)

Residents of Other Countries

Registration systems can be updated based on a person's request for a change to his/her name, date of birth and/or sex when the request aligns with the name, date of birth and/or sex recorded on the person's government issued photo identification document.

BACKGROUND

A person must be 19 years of age or older to legally change one's name. If under 19 years of age, a parent or legal guardian must complete the process on behalf of the minor unless under circumstances acceptable under *the Act to Provide for Change of Name*. For example, a child may legally change his/her name where he/she has been married, a co-habiting partner, or is a parent of a child. Readers are directed to *the Act* for examples of other exceptions.

Questions regarding this recommendation can be directed to:

Director Data Quality and Standards
Newfoundland and Labrador Centre for Health Information
Telephone: 752-6003

Master Index Reference Number 2012-02
Issued 2012-03-23, Revised and Re-issued 2013-06-14