

HealthSMART Design Authority

health

## IHI Pre-Implementation Project

HIMs Detailed IHI Functional Design

Authorised by the Victoria Government, Melbourne.

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# 1. Preface

## 1.1 Document Purpose

The purpose of the document is to define the initial functional design for the integration of the Individual Health Identifier into the Victorian HealthSMART P&CMS solution, i.e. iSOFT iPM.

## 1.2 Intended Audience

The intended audience of this document includes:

- Victorian Department of Health Project Sponsor;
- Victorian Department of Health Project Staff;
- Victorian IHI Workshop attendees;
- Victorian health services;
- Other jurisdictional Health departments;
- Health services in other States and Territories;
- Vendors of health IT systems; and
- NEHTA staff.

## 1.3 References and Related Documents

- NEHTA HI Service Concept of Operations v 1.0 FINAL Nov 2009
- NEHTA Individual Healthcare Identifiers Business Requirements v 1.0 FINAL Nov 2009
- NEHTA HI Security and Access framework v 1.0 FINAL Nov 2009
- NEHTA HI Business Use Case Catalogue v 1.0 FINAL Nov 2009
- NEHTA HI Service Catalogue v 1.0 Final Nov 2009
- NEHTA HI Service Glossary v 1.0 DRAFT Nov 2009
- Vic IHI Integration Simplified Functional Design
- Vic IHI Integration Business Requirements Specification
- Medicare Australia HI Service - Technical Services Catalogue R3A v3.0.2.doc
- Medicare Australia TECH.SIS.HI.01 - SIS - Common Document for SIS v3.0.2.doc
- Medicare Australia TECH.SIS.HI.02- SIS - Common field processing reference document for SIS v3.0.2.doc
- Medicare Australia TECH.SIS.HI.03 - Update Provisional IHI via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.04 - Search for HPI-I via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.05 - Update IHI via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.06 - IHI Inquiry Search via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.07 - Search for HPI-O via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.08 - Resolve Provisional IHI- Merge Records via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.09 - Resolve Provisional IHI- Create Unverified IHI via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.10 - Create Provisional IHI via B2B v3.0.2.doc

- Medicare Australia TECH.SIS.HI.11 - Create Unverified IHI via B2B v3.0.2.doc
- Medicare Australia TECH.SIS.HI.12 - IHI Batch Searching v3.0.2.doc
- Medicare Australia HI Service - IHI Searching Guide v0.3 Draft.doc
- FR.SVI.SPEC.01.232 Notify Duplicate Replica IHI via\_B2B v3.25 (R3b).doc
- Healthcare Identifiers Act 2010

## 2. Introduction

### 2.1 Background

The Victorian IHI Pre Implementation Project is responsible for identifying and documenting processes that will enable the rollout of IHIs to all Victorians with patient records in HealthSMART health services, and all operational processes that support use and maintenance of the IHI over time.

Victorian health services operate largely independently, due to the nature of the enabling legislation, with each health service owning and maintaining a dedicated patient register. Victorian HealthSMART health services collectively store over 50 million individual patient records.

A key element of the IHI integration design for the IHI Pre Implementation Project is to understand each “problem” and requirement, so that effective and workable solutions can be defined. The deliverables for the IHI Pre-Implementation Project include a Best Practice Guide for health services capturing and utilising the IHI. For the initial load of IHI data, given the Victorian data volumes, a reasonably high match ratio is essential to overall success.

While the focus of the project is upon HealthSMART health services, this deliverable is intended to be used by all health services, Health departments, and vendors looking to integrate the IHI into their systems and processes.

### 2.2 Aims and Objectives

The aim of the project is to produce artefacts that will support successful implementation of IHI, including a Solution Architecture Design, Business Requirements, Business practice Guides and a sample Business Case. See the Project Brief for more details.

It will achieve these aims through meeting the following objectives:

- Define and incorporate reference solution designs and principles for the integration of Individual Healthcare Identifiers into the HealthSMART solution architecture.
- Defining an architecture, or architectures, that supports other models for patient administration, eg EMPI based.
- Use the reference solution design & principles to identify requirements and validate enhancements to Victorian Health IT environments and applications utilising NEHTA services (both HealthSMART and non-HealthSMART):
- Document requirements, functional specifications and technical specifications for IHI integration with a nominated and agreed PAS product.
- Based on this experience and knowledge gained recommend any proposed changes to the national IHI implementation approach in consultation with other jurisdictions and NEHTA reference groups.
- Leverage the NEHTA architecture and engagement teams capabilities to best use in the Victorian implementation/s, etc.

The aim of this deliverable is to present a simplified view of the functional design for integration of the IHI into health services' systems and processes. A more detailed deliverable is also available, though this will primarily be of interest to implementers (IT vendors).

The goal of the functional design is to ensure that it caters for all HI Service functions relating to the IHI, and associated exception handling, even though Victorian HealthSMART health services may not make active use of some functions.

## 2.3 Approach to Functional Design

This document comprises Business Processes and Use Cases. Requirements are documented separately.

The Requirements are documented to a high level and comprise the overarching drivers and principles upon which the other functional artefacts elaborate upon.

The Business Processes define an end-to-end process, comprising automated steps that are defined further as Use Cases. Most of the Use Cases identified within the Business Processes are defined within this document. If they are not, they are typically PAS-specific use cases that will differ amongst the different PAS applications and not in scope for definition here.

The remainder of this document has been automatically generated by the Blueprint Requirements Center 2010 tool.

## 3. Use Cases

### 3.1 Use Case List

ID	Name	Page
UC17	Perform Exception Search	9
UC35	View Exception	13
UC36	Add Exception Resolution	16
UC28	Merge Patient Records	28
UC40	Perform Merge Analysis	34
UC29	Unmerge Patient Records	39
UC30	Scan for patient anomalies	42
UC37	Manage Exception Type	44
UC50	Close Exception	46
UC31	View Patient IHI Report	47
UC52	View IHI Summary Report	50

### 3.2 Actor(s):

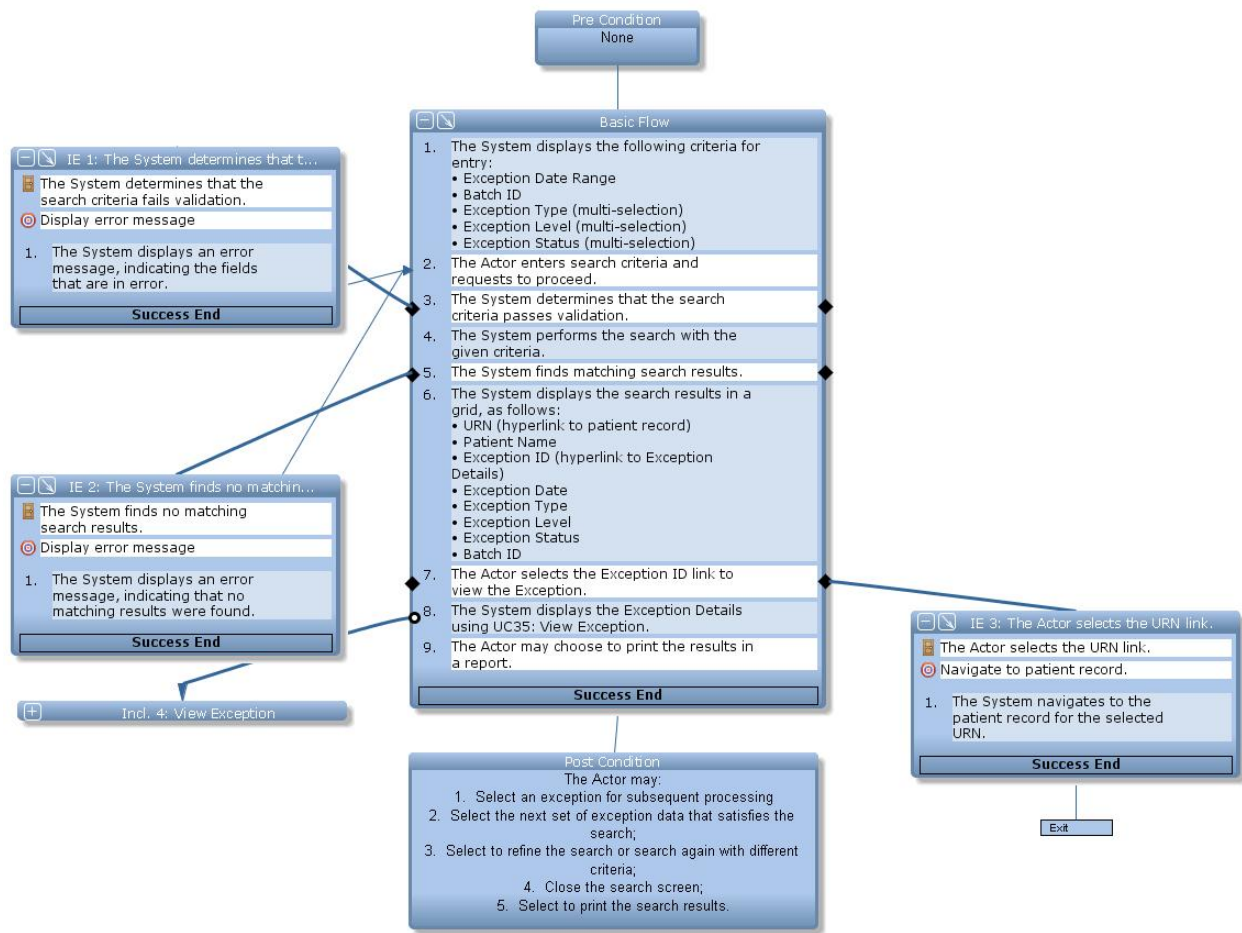
The following table identifies the relevant Actors for the System. System implementers should consider the mapping between Actors and Use Cases as a guideline for role based access at an agency level.

ID	Name	Aliases
AC2	PAS User	PAS Clerk, Clinician, Nurse, Ancillary Workers, Interpreters, ED User, Intake Manager
AC3	PAS Clerk	Registration Clerk, Admissions Clerk, Ward Clerk, HIM
AC4	Patient	Client
AC5	Clinical System User	Administrative User, Clinician
AC6	The PAS System	The PAS System
AC7	PAS Administrator	
AC8	System Administrator	



### 3.3 UC17 : Perform Exception Search

<b>Actors</b>	PAS Clerk The PAS System PAS Administrator System Administrator
<b>Overview</b>	The Actor searches for an exception by entering the search criteria, including date, patient UR number, IHI, Scan for Patient Anomalies reference, Exception type, Exception Status. A list of Exceptions satisfying the search criteria is presented to the user for subsequent action.
<b>Pre Condition</b>	None
<b>Post Condition</b>	The Actor may: <ol style="list-style-type: none"> <li>1. Select an exception for subsequent processing</li> <li>2. Select the next set of exception data that satisfies the search;</li> <li>3. Select to refine the search or search again with different criteria;</li> <li>4. Close the search screen;</li> <li>5. Select to print the search results.</li> </ol>
<b>Circumstances of Use</b>	Whenever the Actor wishes to locate an exception for review or further processing.
<b>Included In (Other Use Cases)</b>	None
<b>Business Processes</b>	BP8: Resolve Duplicate Patient Records BP10: Resolve IHI Exception



**BASIC FLOW:**

#	Description	Requirement/ Include
1	The System displays the following criteria for entry: <ul style="list-style-type: none"> <li>Exception Date Range</li> <li>Batch ID</li> <li>Exception Type (multi-selection)</li> <li>Exception Level (multi-selection)</li> <li>Exception Status (multi-selection)</li> </ul>	
2	The Actor enters search criteria and requests to proceed.	
3	The System determines that the search criteria passes validation.	

**ALTERNATE FLOW(S):**

Condition	Link	Return Step
The System determines that the search criteria fails validation.	<a href="#">IE 1</a>	<a href="#">2</a>
The System performs the search with the given criteria.		
The System finds matching search results.		

**ALTERNATE FLOW(S):**


Condition	Link	Return Step
The System finds no matching search results.	<a href="#">IE 2</a>	<a href="#">2</a>

- 6 The System displays the search results in a grid, as follows:
- URN (hyperlink to patient record)
  - Patient Name
  - Exception ID (hyperlink to Exception Details)
  - Exception Date
  - Exception Type
  - Exception Level
  - Exception Status
  - Batch ID

7 The Actor selects the Exception ID link to view the Exception.

ALTERNATE FLOW(S):


Condition	Link	Return Step
The Actor selects the URN link.	<a href="#">IE 3</a>	

8 [The System displays the Exception Details using UC35: View Exception.](#)  [UC35: View Exception](#)

9 The Actor may choose to print the results in a report.

Internal Extension (Alternate Flow) IE 1


**Condition:** The System determines that the search criteria fails validation.  
**Goal:** Display error message  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays an error message, indicating the fields that are in error.	

**Next Step:** BF: Basic Flow [2. The Actor enters search criteria and requests to proceed.](#)

Internal Extension (Alternate Flow) IE 2


**Condition:** The System finds no matching search results.  
**Goal:** Display error message  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays an error message, indicating that no matching results were found.	

**Next Step:** BF: Basic Flow [2. The Actor enters search criteria and requests to proceed.](#)

Internal Extension (Alternate Flow) IE 3

**Condition:** The Actor selects the URN link.  
**Goal:** Navigate to patient record.  
**Requirements:**

#	Description	Requirement/  Include
1	The System navigates to the patient record for the selected URN.	

**Next Step:** BF: Basic Flow EXIT

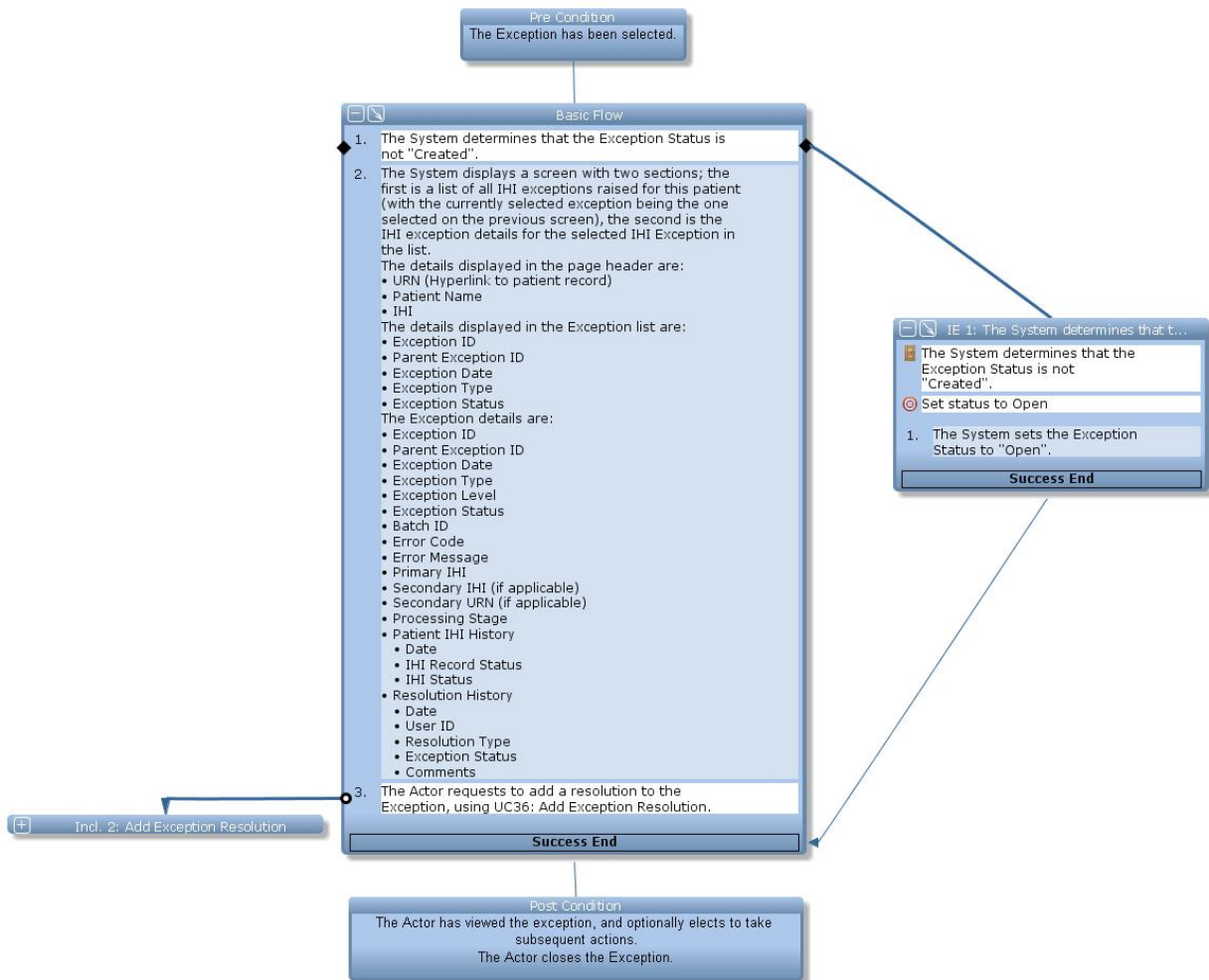
BUSINESS RULES:

ID	Business Rule	Error #	Error Type
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ID	Business Rule	Error #	Error Type
RU615	<p data-bbox="284 188 555 217">Exceptions Types are:</p> <ul data-bbox="336 255 758 898" style="list-style-type: none"> <li data-bbox="336 255 507 284">• No Match</li> <li data-bbox="336 288 671 318">• No Match on Check IHI</li> <li data-bbox="336 322 724 351">• Incomplete Request Criteria</li> <li data-bbox="336 356 564 385">• PAS Duplicate</li> <li data-bbox="336 389 571 418">• Status Integrity</li> <li data-bbox="336 423 571 452">• System Failure</li> <li data-bbox="336 456 564 486">• Provisional IHI</li> <li data-bbox="336 490 724 519">• Returned IHI PAS Duplicate</li> <li data-bbox="336 524 624 553">• Potential Deceased</li> <li data-bbox="336 557 517 586">• Data Error</li> <li data-bbox="336 591 592 620">• Multiple Matches</li> <li data-bbox="336 624 758 654">• Multiple Matches on Check IHI</li> <li data-bbox="336 658 608 687">• Retired or Expired</li> <li data-bbox="336 692 603 721">• HI Duplicate Data</li> <li data-bbox="336 725 501 754">• Unknown</li> <li data-bbox="336 759 671 788">• Business Rule Violation</li> <li data-bbox="336 792 592 822">• HI Merge Failure</li> <li data-bbox="336 826 676 855">• Inconsistent Referral IHI</li> <li data-bbox="336 860 724 889">• Current Patient IHI Anomaly</li> <li data-bbox="336 893 655 922">• HI Service Processing</li> </ul>		N/A

### 3.4 UC35 : View Exception

<b>Actors</b>	PAS User PAS Clerk PAS Administrator System Administrator
<b>Overview</b>	Allows viewing of the IHI Exception details and related history, including all resolutions.
<b>Pre Condition</b>	The Exception has been selected.
<b>Post Condition</b>	The Actor has viewed the exception, and optionally elects to take subsequent actions. The Actor closes the Exception.
<b>Circumstances of Use</b>	Whenever the Actor wishes to review an exception and associated history. Whenever the Actor wishes to manage an exception, including adding a resolution.
<b>Included In (Other Use Cases)</b>	<a href="#">UC17: Perform Exception Search</a>
<b>Business Processes</b>	BP8: Resolve Duplicate Patient Records BP10: Resolve IHI Exception



BASIC FLOW:

#	Description	Requirement/  Include
---	-------------	---

1 The System determines that the Exception Status is not "Created".

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the Exception Status is not "Created".	<a href="#">IE 1</a>	

2 The System displays a screen with two sections; the first is a list of all IHI exceptions raised for this patient (with the currently selected exception being the one selected on the previous screen), the second is the IHI exception details for the selected IHI Exception in the list.

The details displayed in the page header are:

- URN (Hyperlink to patient record)
- Patient Name
- IHI


The details displayed in the Exception list are:

- Exception ID
- Parent Exception ID
- Exception Date
- Exception Type
- Exception Status

The Exception details are:

- Exception ID
- Parent Exception ID
- Exception Date
- Exception Type
- Exception Level
- Exception Status
- Batch ID
- Error Code
- Error Message
- Primary IHI
- Secondary IHI (if applicable)
- Secondary URN (if applicable)
- Processing Stage
- Patient IHI History
  - Date
  - IHI Record Status
  - IHI Status
- Resolution History
  - Date
  - User ID
  - Resolution Type
  - Exception Status
  - Comments

3 [The Actor requests to add a resolution to the Exception, using UC36: Add Exception Resolution.](#)

 [UC36: Add Exception Resolution](#)

Internal Extension (Alternate Flow) IE 1

**Condition:** The System determines that the Exception Status is not "Created".  
**Goal:** Set status to Open  
**Requirements:**

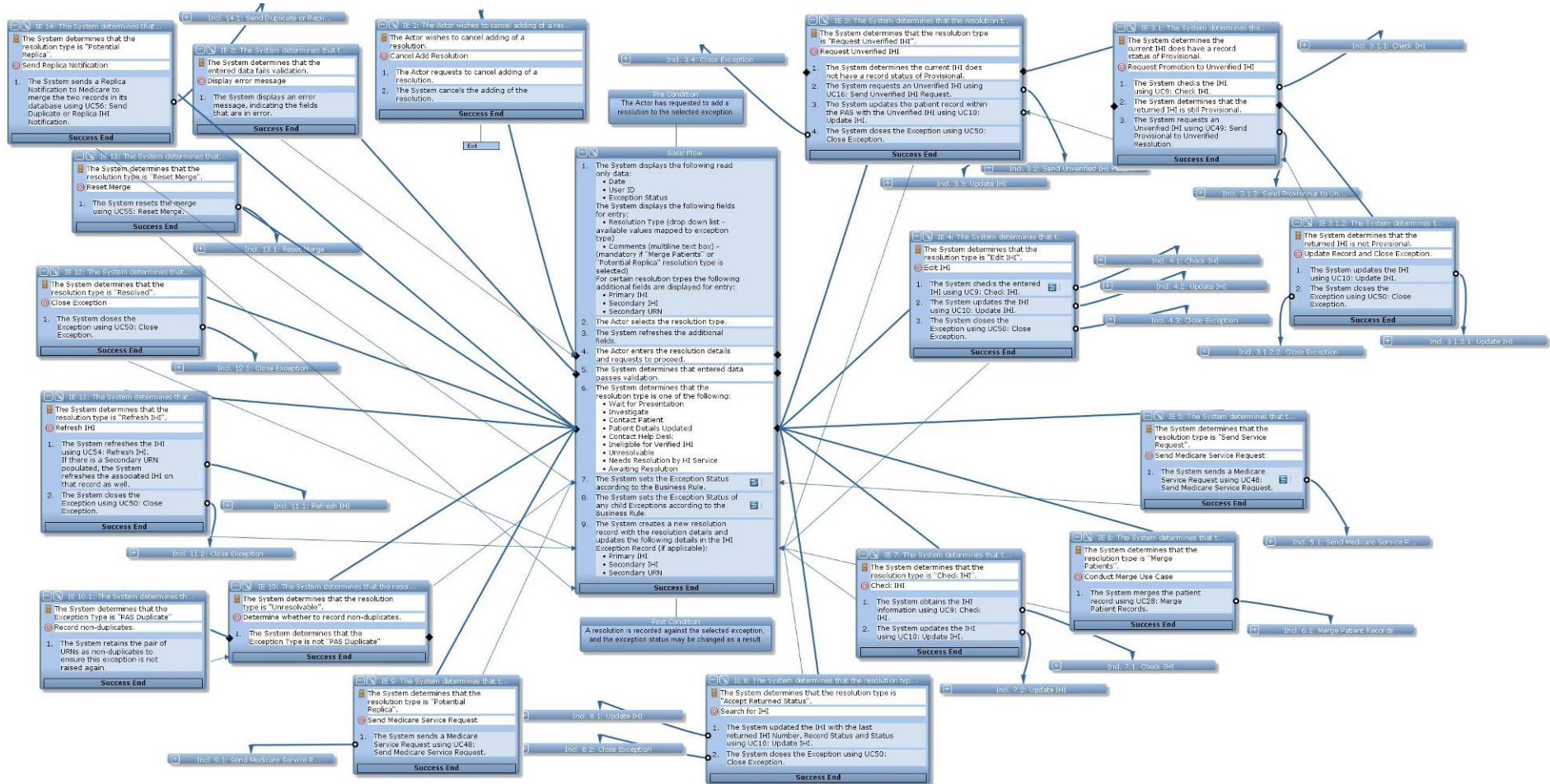
#	Description	Requirement/Include
1	The System sets the Exception Status to "Open".	

**Next Step:** BF: Basic Flow SUCCESS\_END


### 3.5 UC36 : Add Exception Resolution

<b>Actors</b>	PAS Clerk PAS Administrator System Administrator
<b>Overview</b>	Allows resolution details to be recorded against an exception.
<b>Pre Condition</b>	The Actor has requested to add a resolution to the selected exception.
<b>Post Condition</b>	A resolution is recorded against the selected exception, and the exception status may be changed as a result.
<b>Circumstances of Use</b>	This function will be used whenever the Actor has: <ol style="list-style-type: none"> <li>1. Resolved the exception;</li> <li>2. Determined that additional input is required to enable the exception to be resolved, either from the patient, or from the HI Service;</li> <li>3. Wishes to record an action against the exception; or</li> <li>4. Chosen to ignore the exception;</li> </ol>
<b>Included In (Other Use Cases)</b>	<a href="#">UC35: View Exception</a>
<b>Business Processes</b>	BP10: Resolve IHI Exception





BASIC FLOW:

#	Description	Requirement/  Include
1	<p>The System displays the following read only data:</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• User ID</li> <li>• Exception Status</li> </ul> <p>The System displays the following fields for entry:</p> <ul style="list-style-type: none"> <li>• Resolution Type (drop down list - available values mapped to exception type)</li> <li>• Comments (multiline text box) - (mandatory if "Merge Patients" or "Potential Replica" resolution type is selected)</li> </ul> <p>For certain resolution types the following additional fields are displayed for entry:</p> <ul style="list-style-type: none"> <li>• Primary IHI</li> <li>• Secondary IHI</li> <li>• Secondary URN</li> </ul>	
2	The Actor selects the resolution type.	
3	The System refreshes the additional fields.	
4	The Actor enters the resolution details and requests to proceed.	

ALTERNATE FLOW(S):

Condition	Link	Return Step
The Actor wishes to cancel adding of a resolution.	<a href="#">IE 1</a>	

5 The System determines that entered data passes validation.

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the entered data fails validation.	<a href="#">IE 2</a>	<a href="#">4</a>

6 The System determines that the resolution type is one of the following:

- Wait for Presentation
- Investigate
- Contact Patient
- Patient Details Updated
- Contact Help Desk
- Ineligible for Verified IHI
- Unresolvable
- Needs Resolution by HI Service
- Awaiting Resolution


ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the resolution type is "Request Unverified IHI".	<a href="#">IE 3</a>	<a href="#">9</a>
The System determines that the resolution type is "Edit IHI".	<a href="#">IE 4</a>	<a href="#">9</a>
The System determines that the resolution type is "Send Service Request".	<a href="#">IE 5</a>	<a href="#">7</a>
The System determines that the resolution type is "Merge Patients".	<a href="#">IE 6</a>	<a href="#">9</a>

	The System determines that the resolution type is "Check IHI".	<a href="#">IE 7</a>	<a href="#">9</a>
	The System determines that the resolution type is "Accept Returned Status".	<a href="#">IE 8</a>	<a href="#">9</a>
	The System determines that the resolution type is "Potential Replica".	<a href="#">IE 9</a>	<a href="#">7</a>
	The System determines that the resolution type is "Unresolvable".	<a href="#">IE 10</a>	<a href="#">7</a>
	The System determines that the resolution type is "Refresh IHI".	<a href="#">IE 11</a>	<a href="#">9</a>
	The System determines that the resolution type is "Resolved".	<a href="#">IE 12</a>	<a href="#">9</a>
	The System determines that the resolution type is "Reset Merge".	<a href="#">IE 13</a>	
	The System determines that the resolution type is "Potential Replica".	<a href="#">IE 14</a>	<a href="#">7</a>
<b>7</b>	The System sets the Exception Status according to the Business Rule.		<a href="#">RU578</a>
<b>8</b>	The System sets the Exception Status of any child Exceptions according to the Business Rule.		<a href="#">RU578</a>
<b>9</b>	The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record (if applicable): <ul style="list-style-type: none"> <li>• Primary IHI</li> <li>• Secondary IHI</li> <li>• Secondary URN</li> </ul>		

#### Internal Extension (Alternate Flow) IE 1


**Condition:** The Actor wishes to cancel adding of a resolution.  
**Goal:** Cancel Add Resolution  
**Requirements:**

#	Description	Requirement/  Include
1	The Actor requests to cancel adding of a resolution.	
2	The System cancels the adding of the resolution.	

**Next Step:** BF: Basic Flow EXIT

#### Internal Extension (Alternate Flow) IE 2


**Condition:** The System determines that the entered data fails validation.  
**Goal:** Display error message  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays an error message, indicating the fields that are in error.	

**Next Step:** BF: Basic Flow [4. The Actor enters the resolution details and requests to proceed.](#)

#### Internal Extension (Alternate Flow) IE 3

**Condition:** The System determines that the resolution type is "Request Unverified IHI".  
**Goal:** Request Unverified IHI  
**Requirements:**

#	Description	Requirement/  Include
---	-------------	--

- 1 The System determines the current IHI does not have a record status of Provisional.

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines the current IHI does have a record status of Provisional.	<a href="#">IE 3.1</a>	<a href="#">3</a>
2 <a href="#">The System requests an Unverified IHI using UC16: Send Unverified IHI Request.</a>	UC16: Send Unverified IHI Request	
3 <a href="#">The System updates the patient record within the PAS with the Unverified IHI using UC10: Update IHI.</a>	UC10: Update IHI	
4 <a href="#">The System closes the Exception using UC50: Close Exception.</a>	<a href="#">UC50: Close Exception</a>	
<b>Next Step:</b>	BF: Basic Flow	<a href="#">9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record (if applicable):</a> <ul style="list-style-type: none"> <li>• <a href="#">Primary IHI</a></li> <li>• <a href="#">Secondary IHI</a></li> <li>• <a href="#">Secondary URN</a></li> </ul>

Internal Extension (Alternate Flow) IE 3.1

**Condition:** The System determines the current IHI does have a record status of Provisional.  
**Goal:** Request Promotion to Unverified IHI  
**Requirements:**

#	Description	Requirement/ Include
1	<a href="#">The System checks the IHI using UC9: Check IHI.</a>	UC9: Check IHI
2	The System determines that the returned IHI is still Provisional.	

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the returned IHI is not Provisional.	<a href="#">IE 3.1.2</a>	
3 <a href="#">The System requests an Unverified IHI using UC49: Send Provisional to Unverified Resolution.</a>	UC49: Send Provisional to Unverified Resolution Request	
<b>Next Step:</b>	IE 3: The System determines that the resolution type is "Request Unverified IHI".	<a href="#">3. The System updates the patient record within the PAS with the Unverified IHI using UC10: Update IHI.</a>

Internal Extension (Alternate Flow) IE 3.1.2




**Condition:** The System determines that the returned IHI is not Provisional.  
**Goal:** Update Record and Close Exception.  
**Requirements:**

#	Description	Requirement/ Include
1	<a href="#">The System updates the IHI using UC10: Update IHI.</a>	UC10: Update IHI
2	<a href="#">The System closes the Exception using UC50: Close Exception.</a>	<a href="#">UC50: Close Exception</a>

**Next Step:** IE 3.1: The System determines the current IHI does have a record status of Provisional. SUCCESS\_END

**Internal Extension (Alternate Flow) IE 4**

**Condition:** The System determines that the resolution type is "Edit IHI".  
**Goal:** Edit IHI  
**Requirements:**


#	Description	Requirement/Include
1	<a href="#">The System checks the entered IHI using UC9: Check IHI.</a>	<a href="#">RU660</a>  UC9: Check IHI
2	<a href="#">The System updates the IHI using UC10: Update IHI.</a>	 UC10: Update IHI
3	<a href="#">The System closes the Exception using UC50: Close Exception.</a>	 <a href="#">UC50: Close Exception</a>

**Next Step:** BF: Basic Flow [9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record \(if applicable\):](#) • Primary IHI • Secondary IHI • Secondary URN

**Internal Extension (Alternate Flow) IE 5**

**Condition:** The System determines that the resolution type is "Send Service Request".  
**Goal:** Send Medicare Service Request


**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System sends a Medicare Service Request using UC48: Send Medicare Service Request.</a>	<a href="#">DP520</a>  UC48: Send Medicare Service Request

**Next Step:** BF: Basic Flow [7. The System sets the Exception Status according to the Business Rule.](#)

**Internal Extension (Alternate Flow) IE 6**




**Condition:** The System determines that the resolution type is "Merge Patients".  
**Goal:** Conduct Merge Use Case  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System merges the patient record using UC28: Merge Patient Records.</a>	 <a href="#">UC28: Merge Patient Records</a>

**Next Step:** BF: Basic Flow [9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record \(if applicable\):](#) • Primary IHI • Secondary IHI • Secondary URN




**Internal Extension (Alternate Flow) IE 7**

**Condition:** The System determines that the resolution type is "Check IHI".  
**Goal:** Check IHI  
**Requirements:**

#	Description	Requirement/ 
1	<a href="#">The System obtains the IHI information using UC9: Check IHI.</a>	 UC9: Check IHI
2	<a href="#">The System updates the IHI using UC10: Update IHI.</a>	 UC10: Update IHI
<b>Next Step:</b>	BF: Basic Flow	<a href="#">9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record (if applicable):</a> <ul style="list-style-type: none"> <li>• <a href="#">Primary IHI</a></li> <li>• <a href="#">Secondary IHI</a></li> <li>• <a href="#">Secondary URN</a></li> </ul>



#### Internal Extension (Alternate Flow) IE 8

**Condition:** The System determines that the resolution type is "Accept Returned Status".  
**Goal:** Search for IHI  
**Requirements:**

#	Description	Requirement/ 
1	<a href="#">The System updated the IHI with the last returned IHI Number, Record Status and Status using UC10: Update IHI.</a>	 UC10: Update IHI
2	<a href="#">The System closes the Exception using UC50: Close Exception.</a>	 UC50: Close Exception
<b>Next Step:</b>	BF: Basic Flow	<a href="#">9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record (if applicable):</a> <ul style="list-style-type: none"> <li>• <a href="#">Primary IHI</a></li> <li>• <a href="#">Secondary IHI</a></li> <li>• <a href="#">Secondary URN</a></li> </ul>


#### Internal Extension (Alternate Flow) IE 9

**Condition:** The System determines that the resolution type is "Potential Replica".  
**Goal:** Send Medicare Service Request  
**Requirements:**

#	Description	Requirement/ 
1	<a href="#">The System sends a Medicare Service Request using UC48: Send Medicare Service Request.</a>	 UC48: Send Medicare Service Request
<b>Next Step:</b>	BF: Basic Flow	<a href="#">7. The System sets the Exception Status according to the Business Rule.</a>

#### Internal Extension (Alternate Flow) IE 10

**Condition:** The System determines that the resolution type is "Unresolvable".  
**Goal:** Determine whether to record non-duplicates.  
**Requirements:**

#	Description	Requirement/ 
1	The System determines that the Exception Type is not "PAS Duplicate"	
<u>ALTERNATE FLOW(S):</u>		
<b>Condition</b>	<b>Link</b>	<b>Return Step</b>

The System determines that the Exception Type is "PAS Duplicate" [IE 10.1](#)

**Next Step:** BF: Basic Flow [7. The System sets the Exception Status according to the Business Rule.](#)

#### Internal Extension (Alternate Flow) IE 10.1



**Condition:** The System determines that the Exception Type is "PAS Duplicate"  
**Goal:** Record non-duplicates.  
**Requirements:**

#	Description	Requirement/Include
1	The System retains the pair of URNs as non-duplicates to ensure this exception is not raised again.	

**Next Step:** IE 10: The System determines that the resolution type is "Unresolvable". SUCCESS\_END

#### Internal Extension (Alternate Flow) IE 11


**Condition:** The System determines that the resolution type is "Refresh IHI".  
**Goal:** Refresh IHI  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System refreshes the IHI using UC54: Refresh IHI.</a> <a href="#">If there is a Secondary URN populated, the System refreshes the associated IHI on that record as well.</a>	 UC54: Refresh IHI
2	<a href="#">The System closes the Exception using UC50: Close Exception.</a>	 UC50: Close Exception

**Next Step:** BF: Basic Flow [9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record \(if applicable\):](#) • Primary IHI • Secondary IHI • Secondary URN

#### Internal Extension (Alternate Flow) IE 12

**Condition:** The System determines that the resolution type is "Resolved".  
**Goal:** Close Exception  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System closes the Exception using UC50: Close Exception.</a>	 UC50: Close Exception

**Next Step:** BF: Basic Flow [9. The System creates a new resolution record with the resolution details and updates the following details in the IHI Exception Record \(if applicable\):](#) • Primary IHI • Secondary IHI • Secondary URN

#### Internal Extension (Alternate Flow) IE 13

**Condition:** The System determines that the resolution type is "Reset Merge".  
**Goal:** Reset Merge  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System resets the merge using UC55: Reset Merge.</a>	UC55: Reset Merge

**Next Step:** BF: Basic Flow SUCCESS\_END

#### Internal Extension (Alternate Flow) IE 14

**Condition:** The System determines that the resolution type is "Potential Replica".  
**Goal:** Send Replica Notification  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System sends a Replica Notification to Medicare to merge the two records in its database using UC56: Send Duplicate or Replica IHI Notification.</a>	UC56: Send Duplicate or Replica IHI Notification

**Next Step:** BF: Basic Flow [7. The System sets the Exception Status according to the Business Rule.](#)

#### BUSINESS RULES:

ID	Business Rule
RU579	The System must allow for manual entry of an IHI, and ensure its check digit is valid.
RU660	For a manually entered IHI, and where a connection to the HI Service is available, the System must immediately use the Check IHI function to confirm the IHI and retrieve its Record Status and Status. If the Check IHI is unsuccessful, the manually entered IHI must not be saved to the PAS record, but is placed in the IHI history.
RU585	<p>The IHI is made up of three components: issuer identification number, individual account identification number and the check digit.</p> <ul style="list-style-type: none"> <li>The issuer identification number is the first 6 digits of the identifier and will be '800360'</li> <li>The individual account identification number is the unique reference number.</li> <li>The check digit will be calculated using all components of the issuer and individual identification numbers. The check digit is computed using the Luhn formula modulus 10 "double-adddouble" check digit [ISO7812].</li> </ul> <p>A healthcare identifier number format for computer displays and manual data entry should be visually rendered as four groups of four digits, for example, 8003 6012 0456 7891.</p>
RU615	<p>Exceptions Types are:</p> <ul style="list-style-type: none"> <li>No Match</li> <li>No Match on Check IHI</li> <li>Incomplete Request Criteria</li> <li>PAS Duplicate</li> <li>Status Integrity</li> <li>System Failure</li> <li>Provisional IHI</li> <li>Returned IHI PAS Duplicate</li> <li>Potential Deceased</li> <li>Data Error</li> <li>Multiple Matches</li> <li>Multiple Matches on Check IHI</li> <li>Retired or Expired</li> <li>HI Duplicate Data</li> <li>Unknown</li> </ul>



ID	Business Rule																												
	<ul style="list-style-type: none"> <li>• Business Rule Violation</li> <li>• HI Merge Failure</li> <li>• Inconsistent Referral IHI</li> <li>• Current Patient IHI Anomaly</li> <li>• HI Service Processing</li> </ul>																												
RU573	<p>Allowable Resolutions by Exception Type are:</p> <table border="1" data-bbox="292 461 1434 2054"> <thead> <tr> <th data-bbox="292 461 555 501">Exception Type</th> <th data-bbox="563 461 1434 501">Resolution Types</th> </tr> </thead> <tbody> <tr> <td data-bbox="292 501 555 696">No Match</td> <td data-bbox="563 501 1434 696"> <ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> <li>• Patient Details Updated</li> <li>• Ineligible for Verified IHI</li> <li>• Request Unverified IHI</li> <li>• Edit IHI</li> </ul> </td> </tr> <tr> <td data-bbox="292 696 555 801">Incomplete Request Criteria</td> <td data-bbox="563 696 1434 801"> <ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> <li>• Patient Details Updated</li> </ul> </td> </tr> <tr> <td data-bbox="292 801 555 936">PAS Duplicate</td> <td data-bbox="563 801 1434 936"> <ul style="list-style-type: none"> <li>• Investigate</li> <li>• Patient Details Updated</li> <li>• Merge Patients</li> <li>• Unresolvable</li> </ul> </td> </tr> <tr> <td data-bbox="292 936 555 1010">Status Integrity</td> <td data-bbox="563 936 1434 1010"> <ul style="list-style-type: none"> <li>• Send Service Request</li> <li>• Refresh IHI</li> </ul> </td> </tr> <tr> <td data-bbox="292 1010 555 1122">System Failure</td> <td data-bbox="563 1010 1434 1122"> <ul style="list-style-type: none"> <li>• Contact Help Desk</li> <li>• Resolved</li> </ul> </td> </tr> <tr> <td data-bbox="292 1122 555 1196">Provisional IHI</td> <td data-bbox="563 1122 1434 1196"> <ul style="list-style-type: none"> <li>• Check IHI</li> <li>• Merge Patients</li> </ul> </td> </tr> <tr> <td data-bbox="292 1196 555 1361">Returned IHI PAS Duplicate</td> <td data-bbox="563 1196 1434 1361"> <ul style="list-style-type: none"> <li>• Investigate</li> <li>• Patient Details Updated</li> <li>• Edit IHI</li> <li>• Merge Patients</li> <li>• Needs Resolution by HI Service</li> </ul> </td> </tr> <tr> <td data-bbox="292 1361 555 1496">Potential Deceased</td> <td data-bbox="563 1361 1434 1496"> <ul style="list-style-type: none"> <li>• Investigate</li> <li>• Patient Details Updated</li> <li>• Awaiting Resolution</li> <li>• Resolved</li> </ul> </td> </tr> <tr> <td data-bbox="292 1496 555 1570">Data Error</td> <td data-bbox="563 1496 1434 1570"> <ul style="list-style-type: none"> <li>• Patient Details Updated</li> <li>• Resolved</li> </ul> </td> </tr> <tr> <td data-bbox="292 1570 555 1765">Multiple Matches/ Multiple Matches on Check IHI</td> <td data-bbox="563 1570 1434 1765"> <ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> <li>• Patient Details Updated</li> <li>• Resolved</li> <li>• Edit IHI</li> <li>• Send Service Request</li> </ul> </td> </tr> <tr> <td data-bbox="292 1765 555 1930">HI Duplicate Data</td> <td data-bbox="563 1765 1434 1930"> <ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> <li>• Patient Details Updated</li> <li>• Refresh IHI</li> <li>• Edit IHI</li> </ul> </td> </tr> <tr> <td data-bbox="292 1930 555 2004">Unknown</td> <td data-bbox="563 1930 1434 2004"> <ul style="list-style-type: none"> <li>• Contact Help Desk</li> <li>• Resolved</li> </ul> </td> </tr> <tr> <td data-bbox="292 2004 555 2054">Business Rule Violation</td> <td data-bbox="563 2004 1434 2054"> <ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> </ul> </td> </tr> </tbody> </table>	Exception Type	Resolution Types	No Match	<ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> <li>• Patient Details Updated</li> <li>• Ineligible for Verified IHI</li> <li>• Request Unverified IHI</li> <li>• Edit IHI</li> </ul>	Incomplete Request Criteria	<ul style="list-style-type: none"> <li>• Wait for Presentation</li> <li>• Contact Patient</li> <li>• Patient Details Updated</li> </ul>	PAS Duplicate	<ul style="list-style-type: none"> 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RU577	<p data-bbox="284 1061 1005 1093">Resolution Types that have additional fields are listed below:</p> <table border="1" data-bbox="292 1133 1430 1361"> <thead> <tr> <th data-bbox="292 1133 564 1173">Resolution Type</th> <th data-bbox="564 1133 1430 1173">Additional Fields</th> </tr> </thead> <tbody> <tr> <td data-bbox="292 1173 564 1214">Edit IHI</td> <td data-bbox="564 1173 1430 1214">Primary IHI (mandatory)</td> </tr> <tr> <td data-bbox="292 1214 564 1290">Merge Patients</td> <td data-bbox="564 1214 1430 1290">Secondary IHI (optional) Secondary URN (mandatory)</td> </tr> <tr> <td data-bbox="292 1290 564 1361">Send Service Request</td> <td data-bbox="564 1290 1430 1361">Request details (mandatory)</td> </tr> </tbody> </table>	Resolution Type	Additional Fields	Edit IHI	Primary IHI (mandatory)	Merge Patients	Secondary IHI (optional) Secondary URN (mandatory)	Send Service Request	Request details (mandatory)																
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RU578	<p data-bbox="284 1431 1398 1487">The Exception Status will be updated as follows from a Resolution as per Resolution Type, as follows:</p> <table border="1" data-bbox="584 1532 1137 2072"> <thead> <tr> <th data-bbox="584 1532 919 1603">Resolution Type</th> <th data-bbox="919 1532 1137 1603">Resulting Status</th> </tr> </thead> <tbody> <tr> <td data-bbox="584 1603 919 1644">Wait for Presentation</td> <td data-bbox="919 1603 1137 1644">Pending</td> </tr> <tr> <td data-bbox="584 1644 919 1684">Send Service Request</td> <td data-bbox="919 1644 1137 1684">Pending</td> </tr> <tr> <td data-bbox="584 1684 919 1724">Edit IHI</td> <td data-bbox="919 1684 1137 1724">Closed</td> </tr> <tr> <td data-bbox="584 1724 919 1765">Investigate</td> <td data-bbox="919 1724 1137 1765">Pending</td> </tr> <tr> <td data-bbox="584 1765 919 1805">Merge Patients</td> <td data-bbox="919 1765 1137 1805">Closed</td> </tr> <tr> <td data-bbox="584 1805 919 1845">Contact Help Desk</td> <td data-bbox="919 1805 1137 1845">Pending</td> </tr> <tr> <td data-bbox="584 1845 919 1886">Check IHI</td> <td data-bbox="919 1845 1137 1886">No Change</td> </tr> <tr> <td data-bbox="584 1886 919 1926">Request Unverified IHI</td> <td data-bbox="919 1886 1137 1926">Closed</td> </tr> <tr> <td data-bbox="584 1926 919 1966">No Action</td> <td data-bbox="919 1926 1137 1966"></td> </tr> <tr> <td data-bbox="584 1966 919 2007">Contact Patient</td> <td data-bbox="919 1966 1137 2007">Pending</td> </tr> <tr> <td data-bbox="584 2007 919 2072">Patient Details Updated</td> <td data-bbox="919 2007 1137 2072">Closed</td> </tr> </tbody> </table>	Resolution Type	Resulting Status	Wait for Presentation	Pending	Send Service Request	Pending	Edit IHI	Closed	Investigate	Pending	Merge Patients	Closed	Contact Help Desk	Pending	Check IHI	No Change	Request Unverified IHI	Closed	No Action		Contact Patient	Pending	Patient Details Updated	Closed
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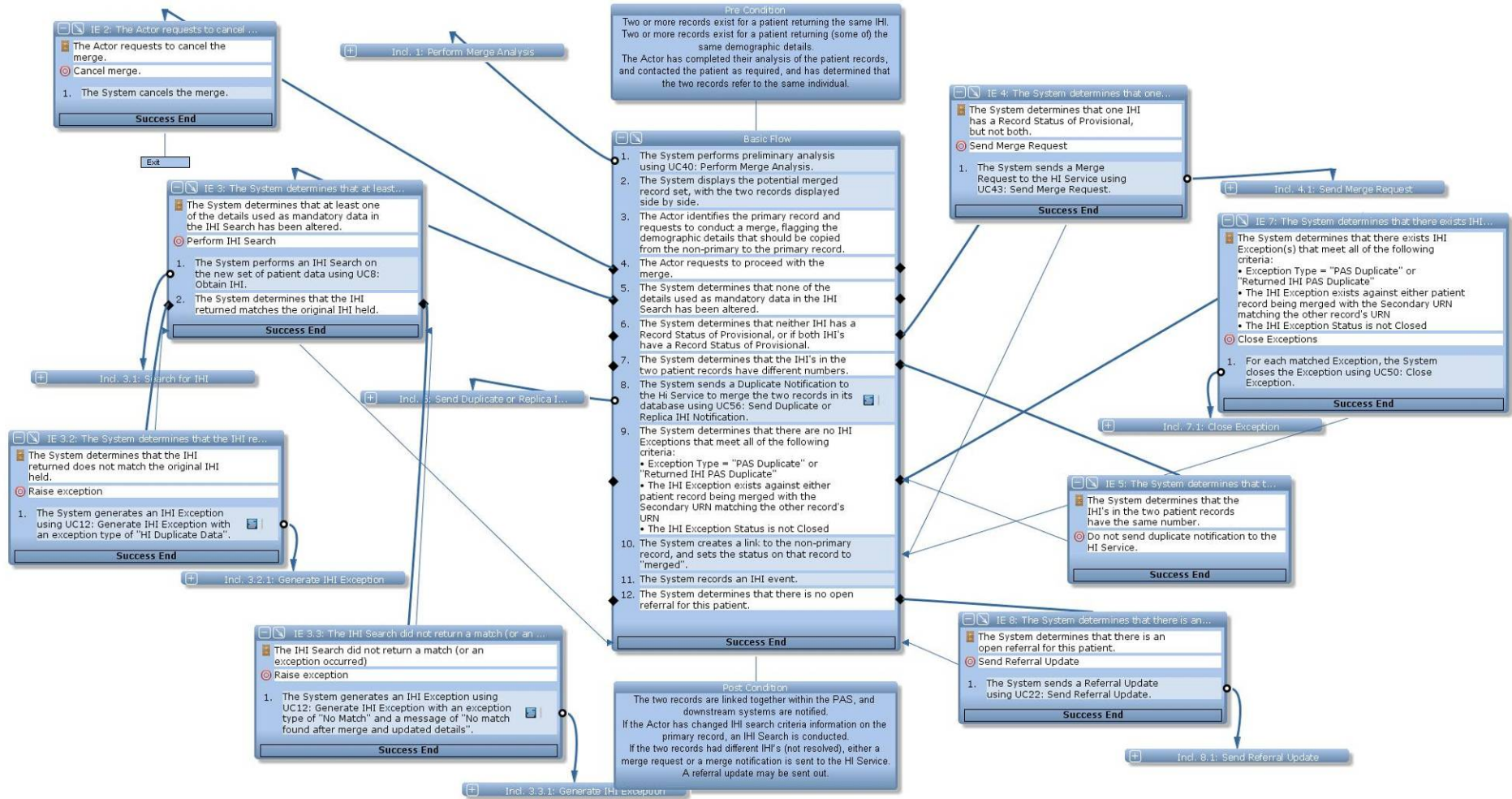
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RU581	<p>IHI Exception States are:</p> <ul style="list-style-type: none"> <li>• Created</li> <li>• Open (when Exception is viewed)</li> <li>• Pending</li> <li>• Suspended</li> <li>• Closed</li> </ul>																				

DEPENDENCIES:



ID	Description
DP520	Automated Service Requests should be able to be lodged with Medicare, bypassing the need for a phone call to the Medicare Service Desk.

### 3.6 UC28 : Merge Patient Records

<b>Actors</b>	PAS Clerk PAS Administrator
<b>Overview</b>	Facilitates two patient records to be merged into one or, more accurately, linked together. This use case does not replace existing processes for investigating patient duplicates, and eventually merging the records if required. This use case, and the presence of the IHI and services available through the HI Service, supplement or extend the existing merge process.
<b>Pre Condition</b>	Two or more records exist for a patient returning the same IHI.  Two or more records exist for a patient returning (some of) the same demographic details.  The Actor has completed their analysis of the patient records, and contacted the patient as required, and has determined that the two records refer to the same individual.
<b>Post Condition</b>	The two records are linked together within the PAS, and downstream systems are notified.  If the Actor has changed IHI search criteria information on the primary record, an IHI Search is conducted.  If the two records had different IHIs (not resolved), either a merge request or a merge notification is sent to the HI Service.  A referral update may be sent out.
<b>Circumstances of Use</b>	The merge can be used for all type of patient records including those of deceased people. <ul style="list-style-type: none"> <li>• In response to the duplicate patient report, as used currently (IHI analysis supplements existing processes).</li> <li>• Multiple patient records with the same IHI assigned have been located within the system.</li> <li>• A duplicate record has been incorrectly created in the PAS, eg in response to an emergency admission and the patient is unidentifiable, for a current patient and the user notifies the HI Service.</li> <li>• The HI Service has resolved records that both exist as separate patient records in the PAS (Actor analysis must still occur prior to any record merge).</li> </ul>
<b>Included In (Other Use Cases)</b>	<a href="#">UC36: Add Exception Resolution</a>
<b>Business Processes</b>	BP8: Resolve Duplicate Patient Records



BASIC FLOW:

#	Description	Requirement/  Include
1	<a href="#">The System performs preliminary analysis using UC40: Perform Merge Analysis.</a>	 <a href="#">UC40: Perform Merge Analysis</a>
2	The System displays the potential merged record set, with the two records displayed side by side.	
3	The Actor identifies the primary record and requests to conduct a merge, flagging the demographic details that should be copied from the non-primary to the primary record.	
4	The Actor requests to proceed with the merge.	

ALTERNATE FLOW(S):

Condition	Link	Return Step
The Actor requests to cancel the merge.	<a href="#">IE 2</a>	

5 The System determines that none of the details used as mandatory data in the IHI Search has been altered.

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that at least one of the details used as mandatory data in the IHI Search has been altered.	<a href="#">IE 3</a>	

6 The System determines that neither IHI has a Record Status of Provisional, or if both IHIs have a Record Status of Provisional.


ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that one IHI has a Record Status of Provisional, but not both.	<a href="#">IE 4</a>	<a href="#">10</a>

7 The System determines that the IHIs in the two patient records have different numbers.

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the IHIs in the two patient records have the same number.	<a href="#">IE 5</a>	<a href="#">9</a>

8 [The System sends a Duplicate Notification to the Hi Service to merge the two records in its database using UC56: Send Duplicate or Replica IHI Notification.](#) [DP520](#)  
 UC56: Send Duplicate or Replica IHI Notification

9 The System determines that there are no IHI Exceptions that meet all of the following criteria:

- Exception Type = "PAS Duplicate" or "Returned IHI PAS Duplicate"
- The IHI Exception exists against either patient record being merged with the Secondary URN matching the other record's URN
- The IHI Exception Status is not Closed

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that there exists IHI Exception(s) that meet all of the following criteria: <ul style="list-style-type: none"> <li>Exception Type = "PAS Duplicate" or "Returned IHI PAS Duplicate"</li> <li>The IHI Exception exists against either patient record being merged with the Secondary URN matching the other record's URN</li> <li>The IHI Exception Status is not Closed</li> </ul>	<a href="#">IE 7</a>	<a href="#">10</a>


- 10 The System creates a link to the non-primary record, and sets the status on that record to "merged".
- 11 The System records an IHI event.
- 12 The System determines that there is no open referral for this patient.

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that there is an open referral for this patient.	<a href="#">IE 8</a>	

Internal Extension (Alternate Flow) IE 2


**Condition:** The Actor requests to cancel the merge.  
**Goal:** Cancel merge.  
**Requirements:**

#	Description	Requirement/Include
1	The System cancels the merge.	

**Next Step:** BF: Basic Flow EXIT

Internal Extension (Alternate Flow) IE 3

**Condition:** The System determines that at least one of the details used as mandatory data in the IHI Search has been altered.  
**Goal:** Perform IHI Search  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System performs an IHI Search on the new set of patient data using UC8: Obtain IHI.</a>	 UC7: Search for IHI
2	The System determines that the IHI returned matches the original IHI held.	



ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the IHI returned does not match the original IHI held.	<a href="#">IE 3.2</a>	
The IHI Search did not return a match (or an exception occurred)	<a href="#">IE 3.3</a>	

**Next Step:** BF: Basic Flow SUCCESS\_END

### Internal Extension (Alternate Flow) IE 3.2


**Condition:** The System determines that the IHI returned does not match the original IHI held.  
**Goal:** Raise exception  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System generates an IHI Exception using UC12: Generate IHI Exception with an exception type of "HI Duplicate Data".</a>	 <a href="#">EX652</a>  UC12: Generate IHI Exception

**Next Step:** IE 3: The System determines that at least one of the details used as mandatory data in the IHI Search has been altered. SUCCESS\_END

### Internal Extension (Alternate Flow) IE 3.3


**Condition:** The IHI Search did not return a match (or an exception occurred)  
**Goal:** Raise exception  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System generates an IHI Exception using UC12: Generate IHI Exception with an exception type of "No Match" and a message of "No match found after merge and updated details".</a>	<a href="#">EX663</a>  UC12: Generate IHI Exception

**Next Step:** IE 3: The System determines that at least one of the details used as mandatory data in the IHI Search has been altered. SUCCESS\_END

### Internal Extension (Alternate Flow) IE 4

**Condition:** The System determines that one IHI has a Record Status of Provisional, but not both.  
**Goal:** Send Merge Request  
**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System sends a Merge Request to the HI Service using UC43: Send Merge Request.</a>	 UC43: Send Merge Request

**Next Step:** BF: Basic Flow [10. The System creates a link to the non-primary record, and sets the status on that record to "merged".](#)

### Internal Extension (Alternate Flow) IE 5

**Condition:** The System determines that the IHIs in the two patient records have the same number.  
**Goal:** Do not send duplicate notification to the HI Service.  
**Requirements:**

**Next Step:** BF: Basic Flow [9. The System determines that there are no IHI Exceptions that meet all of the following criteria: • Exception Type = "PAS Duplicate" or "Returned IHI PAS Duplicate" • The IHI Exception exists against either patient record being merged with the Secondary URN matching the other record's URN • The IHI Exception Status is not Closed](#)

### Internal Extension (Alternate Flow) IE 7

**Condition:** The System determines that there exists IHI Exception(s) that meet all of the




following criteria:

- Exception Type = "PAS Duplicate" or "Returned IHI PAS Duplicate"
  - The IHI Exception exists against either patient record being merged with the Secondary URN matching the other record's URN
  - The IHI Exception Status is not Closed
- Close Exceptions

**Goal:**

**Requirements:**

#	Description	Requirement/Include
1	<a href="#">For each matched Exception, the System closes the Exception using UC50: Close Exception.</a>	 <a href="#">UC50: Close Exception</a>


**Next Step:** BF: Basic Flow [10. The System creates a link to the non-primary record, and sets the status on that record to "merged".](#)

#### Internal Extension (Alternate Flow) IE 8

**Condition:** The System determines that there is an open referral for this patient.

**Goal:** Send Referral Update

**Requirements:**

#	Description	Requirement/Include
1	<a href="#">The System sends a Referral Update using UC22: Send Referral Update.</a>	 UC22: Send Referral Update

**Next Step:** BF: Basic Flow SUCCESS\_END

#### BUSINESS RULES:

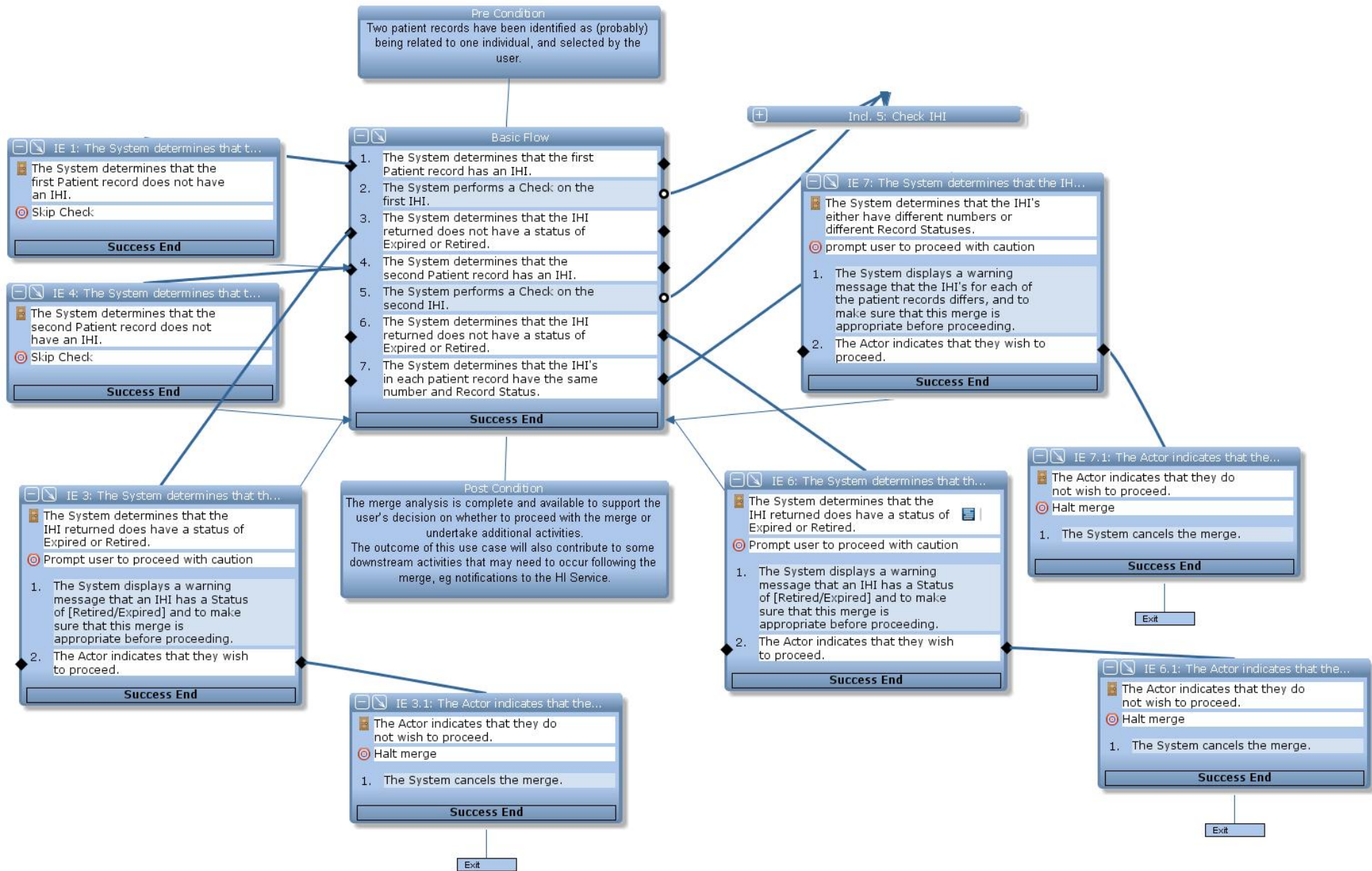
ID	Business Rule	Error #	Error Type
RU516	When a patient is merged, all professional care providers associated with the patient should be notified. An alternative option is to alert the User upon opening the patient's record.		N/A

#### DEPENDENCIES:




ID	Description
DP520	Automated Service Requests should be able to be lodged with Medicare, bypassing the need for a phone call to the Medicare Service Desk.

### 3.7 UC40 : Perform Merge Analysis

<b>Actors</b>	The PAS System
<b>Overview</b>	<p>This use case is an entirely system based function which will obtain or check IHI for the records to be merged, and present results to support the user's decision making on the record merge.</p> <p>The results of this use case will not prevent the user from merging the local records.</p>
<b>Pre Condition</b>	Two patient records have been identified as (probably) being related to one individual, and selected by the user.
<b>Post Condition</b>	<p>The merge analysis is complete and available to support the user's decision on whether to proceed with the merge or undertake additional activities.</p> <p>The outcome of this use case will also contribute to some downstream activities that may need to occur following the merge, eg notifications to the HI Service.</p>
<b>Circumstances of Use</b>	<p>This use case will be called as part of the merge patient record function. The complex analysis processing will not proceed if an IHI is not retrievable for one or both records.</p> <p>This use case applies to merging active and deceased records.</p>
<b>Included In (Other Use Cases)</b>	<a href="#">UC28: Merge Patient Records</a>
<b>Business Processes</b>	None – See "Included In" Use Case above



BASIC FLOW:


#	Description	Requirement/  Include
1	The System determines that the first Patient record has an IHI.	
ALTERNATE FLOW(S):		
	<b>Condition</b>	<b>Link</b>
	The System determines that the first Patient record does not have an IHI.	<a href="#">IE 1</a>
		<b>Return Step</b>
		<a href="#">4</a>
2	<a href="#">The System performs a Check on the first IHI.</a>	 UC9: Check IHI
3	The System determines that the IHI returned does not have a status of Expired or Retired.	
ALTERNATE FLOW(S):		
	<b>Condition</b>	<b>Link</b>
	The System determines that the IHI returned does have a status of Expired or Retired.	<a href="#">IE 3</a>
		<b>Return Step</b>
4	The System determines that the second Patient record has an IHI.	
ALTERNATE FLOW(S):		
	<b>Condition</b>	<b>Link</b>
	The System determines that the second Patient record does not have an IHI.	<a href="#">IE 4</a>
		<b>Return Step</b>
5	<a href="#">The System performs a Check on the second IHI.</a>	 UC9: Check IHI
6	The System determines that the IHI returned does not have a status of Expired or Retired.	
ALTERNATE FLOW(S):		
	<b>Condition</b>	<b>Link</b>
	The System determines that the IHI returned does have a status of Expired or Retired.	<a href="#">IE 6</a>
		<b>Return Step</b>
7	The System determines that the IHIs in each patient record have the same number and Record Status.	
ALTERNATE FLOW(S):		
	<b>Condition</b>	<b>Link</b>
	The System determines that the IHIs either have different numbers or different Record Statuses.	<a href="#">IE 7</a>
		<b>Return Step</b>

**Internal Extension (Alternate Flow) IE 1**

**Condition:** The System determines that the first Patient record does not have an IHI.  
**Goal:** Skip Check  
**Requirements:**  
**Next Step:** BF: Basic Flow [4. The System determines that the second Patient record has an IHI.](#)

**Internal Extension (Alternate Flow) IE 3**

**Condition:** The System determines that the IHI returned does have a status of Expired or Retired.  
**Goal:** Prompt user to proceed with caution  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays a warning message that an IHI has a Status of [Retired/Expired] and to make sure that this merge is appropriate before proceeding.	
2	The Actor indicates that they wish to proceed.	


ALTERNATE FLOW(S):

Condition	Link	Return Step
The Actor indicates that they do not wish to proceed.	<a href="#">IE 3.1</a>	

**Next Step:** BF: Basic Flow SUCCESS\_END

**Internal Extension (Alternate Flow) IE 3.1**

**Condition:** The Actor indicates that they do not wish to proceed.  
**Goal:** Halt merge  
**Requirements:**

#	Description	Requirement/  Include
1	The System cancels the merge.	


**Next Step:** IE 3: The System determines that the IHI returned does have a status of Expired or Retired. EXIT

**Internal Extension (Alternate Flow) IE 4**

**Condition:** The System determines that the second Patient record does not have an IHI.  
**Goal:** Skip Check  
**Requirements:**  
**Next Step:** BF: Basic Flow SUCCESS\_END

**Internal Extension (Alternate Flow) IE 6**

**Condition:** The System determines that the IHI returned does have a status of Expired or Retired.  
**Goal:** Prompt user to proceed with caution  
**Requirements:** [RU619](#)

#	Description	Requirement/  Include
1	The System displays a warning message that an IHI has a Status of [Retired/Expired] and to make sure that this merge is appropriate before proceeding.	
2	The Actor indicates that they wish to proceed.	


ALTERNATE FLOW(S):

Condition	Link	Return Step
The Actor indicates that they do not wish to proceed.	<a href="#">IE 6.1</a>	

**Next Step:** BF: Basic Flow SUCCESS\_END

### Internal Extension (Alternate Flow) IE 6.1


**Condition:** The Actor indicates that they do not wish to proceed.  
**Goal:** Halt merge  
**Requirements:**

#	Description	Requirement/  Include
1	The System cancels the merge.	

**Next Step:** IE 6: The System determines that the IHI returned does have a status of Expired or Retired. EXIT

### Internal Extension (Alternate Flow) IE 7

**Condition:** The System determines that the IHIs either have different numbers or different Record Statuses.  
**Goal:** prompt user to proceed with caution  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays a warning message that the IHIs for each of the patient records differs, and to make sure that this merge is appropriate before proceeding.	
2	The Actor indicates that they wish to proceed.	


#### ALTERNATE FLOW(S):

Condition	Link	Return Step
The Actor indicates that they do not wish to proceed.	<a href="#">IE 7.1</a>	

**Next Step:** BF: Basic Flow SUCCESS\_END

### Internal Extension (Alternate Flow) IE 7.1

**Condition:** The Actor indicates that they do not wish to proceed.  
**Goal:** Halt merge  
**Requirements:**

#	Description	Requirement/  Include
1	The System cancels the merge.	

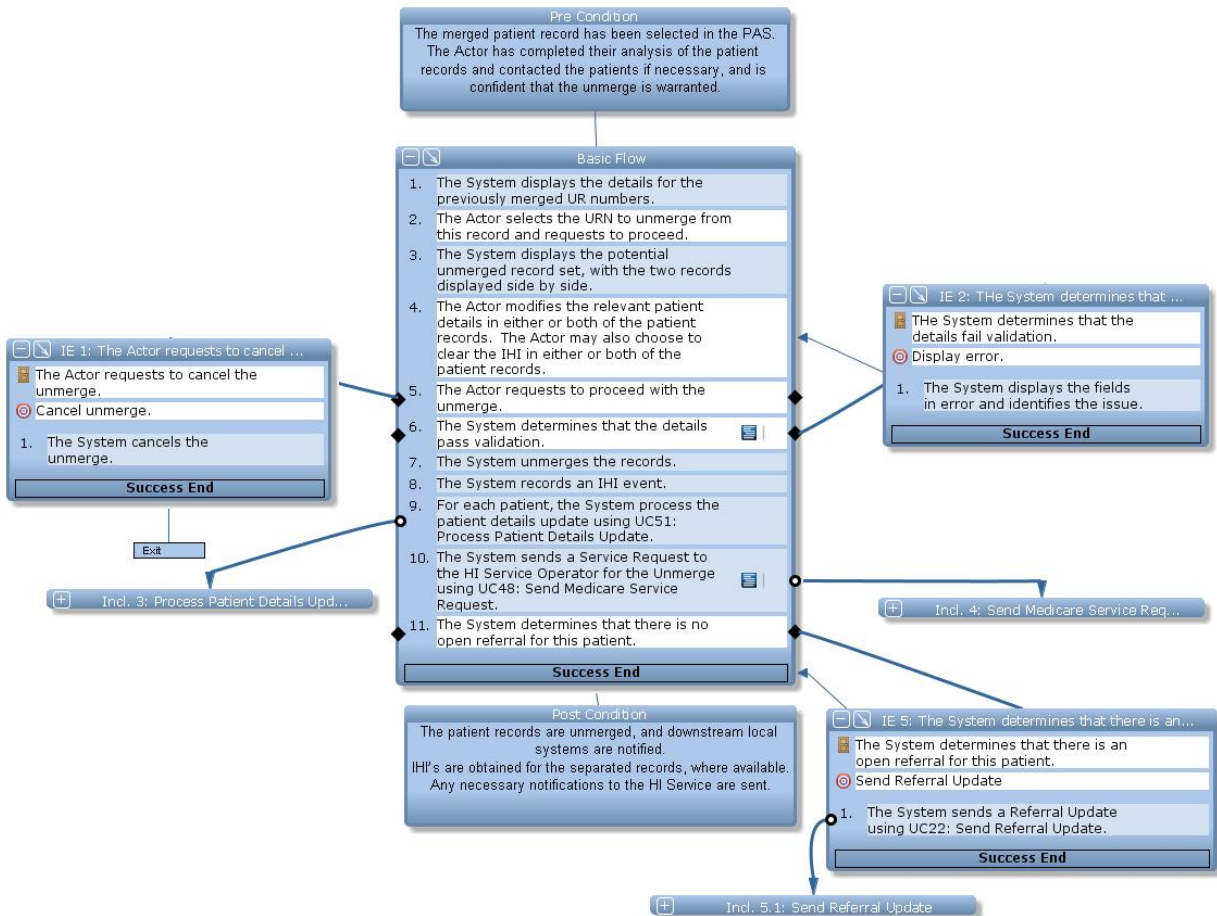
**Next Step:** IE 7: The System determines that the IHIs either have different numbers or different Record Statuses. EXIT

#### BUSINESS RULES:

ID	Business Rule	Error #	Error Type
RU619	IHIs with a status of Expired or Retired cannot be merged in the HI Service, but may be merged within the PAS.		N/A

### 3.8 UC29 : Unmerge Patient Records

<b>Actors</b>	PAS Clerk PAS Administrator
<b>Overview</b>	Facilitates the separation of a previously merged patient record. The Actor will have complete control over the unmerge function and consistency with the HI Service will not be required.
<b>Pre Condition</b>	The merged patient record has been selected in the PAS. The Actor has completed their analysis of the patient records and contacted the patients if necessary, and is confident that the unmerge is warranted.
<b>Post Condition</b>	The patient records are unmerged, and downstream local systems are notified. IHIs are obtained for the separated records, where available. Any necessary notifications to the HI Service are sent.
<b>Circumstances of Use</b>	The unmerge function can only be used when a previous patient record merge has been successful, and the Actor has subsequently realized that the merge was performed in error. The unmerge can be used for all type of patient records including those of deceased people. Unmerge scenarios, and the impact of the IHI: <ul style="list-style-type: none"> <li>• Merged records do not have an IHI (process as currently).</li> <li>• One of the merged records has an IHI (process as currently).</li> <li>• Records with IHIs were merged and a merge request was successfully processed by the HI Service (need to try to undo the error – service request to HI Service operator).</li> <li>• Records with IHIs were merged locally, but the HI Service request to merge the records was rejected (undo locally).</li> <li>• Local merged records are linked (resolved) in the HI Service, and the local unmerge of the records will require a notification/request to be sent to the HI Service operator.</li> <li>• The unmerge is being performed on a deceased record, and one or both of the records may have the deceased, retired or expired flag set in the HI Service (service request to HI Service operator).</li> </ul>
<b>Included In (Other Use Cases)</b>	None
<b>Business Processes</b>	None



**BASIC FLOW:**

#	Description	Requirement/ Include
1	The System displays the details for the previously merged UR numbers.	
2	The Actor selects the URN to unmerge from this record and requests to proceed.	
3	The System displays the potential unmerged record set, with the two records displayed side by side.	
4	The Actor modifies the relevant patient details in either or both of the patient records. The Actor may also choose to clear the IHI in either or both of the patient records.	
5	The Actor requests to proceed with the unmerge.	

**ALTERNATE FLOW(S):**

Condition	Link	Return Step
The Actor requests to cancel the unmerge.	<a href="#">IE 1</a>	
		<a href="#">RU586</a>

**ALTERNATE FLOW(S):**

Condition	Link	Return Step
The System determines that the details fail validation.	<a href="#">IE 2</a>	<a href="#">4</a>

7 The System unmerges the records.



8	The System records an IHI event.	
9	<a href="#">For each patient, the System process the patient details update using UC51: Process Patient Details Update.</a>	UC51: Process Patient Details Update
10	<a href="#">The System sends a Service Request to the HI Service Operator for the Unmerge using UC48: Send Medicare Service Request.</a>	<a href="#">RU587</a> UC48: Send Medicare Service Request
11	The System determines that there is no open referral for this patient.	

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that there is an open referral for this patient.	<a href="#">IE 5</a>	

Internal Extension (Alternate Flow) IE 1

**Condition:** The Actor requests to cancel the unmerge.  
**Goal:** Cancel unmerge.  
**Requirements:**

#	Description	Requirement/ Include
1	The System cancels the unmerge.	

**Next Step:** BF: Basic Flow EXIT

Internal Extension (Alternate Flow) IE 2

**Condition:** The System determines that the details fail validation.  
**Goal:** Display error.  
**Requirements:**

#	Description	Requirement/ Include
1	The System displays the fields in error and identifies the issue.	

**Next Step:** BF: Basic Flow [4. The Actor modifies the relevant patient details in either or both of the patient records. The Actor may also choose to clear the IHI in either or both of the patient records.](#)

Internal Extension (Alternate Flow) IE 5

**Condition:** The System determines that there is an open referral for this patient.  
**Goal:** Send Referral Update  
**Requirements:**

#	Description	Requirement/ Include
1	<a href="#">The System sends a Referral Update using UC22: Send Referral Update.</a>	UC22: Send Referral Update

**Next Step:** BF: Basic Flow SUCCESS\_END

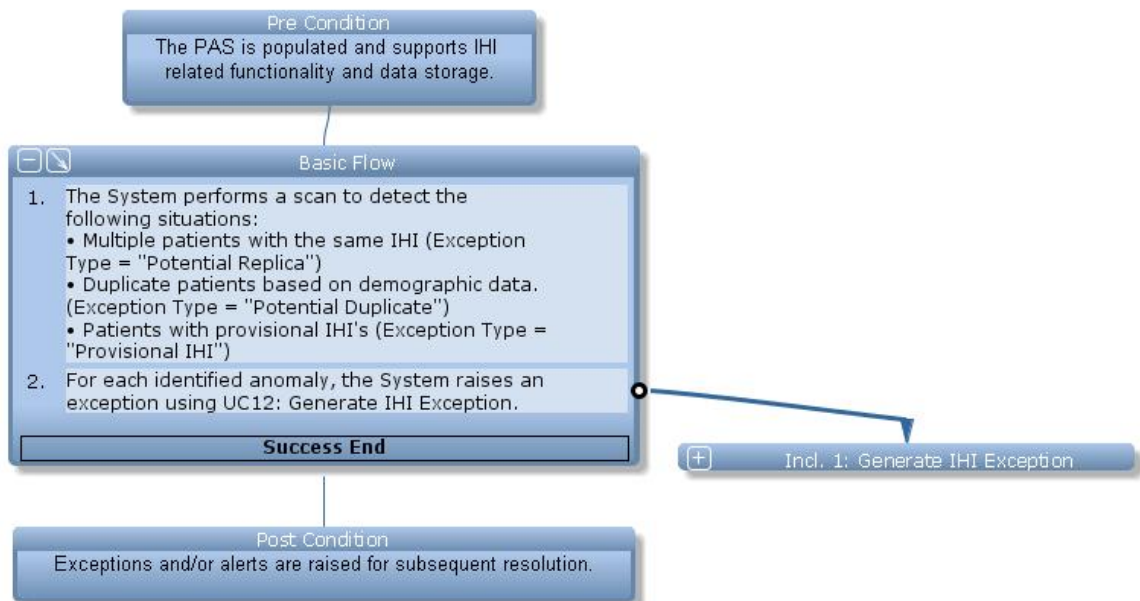
BUSINESS RULES:

ID	Business Rule
RU587	The IHIs that were held in each patient record must be included in the Service Request for an Unmerge.



ID	Business Rule
RU586	The same validation must still be performed on the updated patient details as is done on the Patient screen.

### 3.9 UC30 : Scan for patient anomalies

<b>Actors</b>	The PAS System
<b>Overview</b>	The System performs a scan to detect anomalies in the PAS data.
<b>Pre Condition</b>	The PAS is populated and supports IHI related functionality and data storage.
<b>Post Condition</b>	Exceptions and/or alerts are raised for subsequent resolution.
<b>Circumstances of Use</b>	The Scan for Patient Anomalies use case, once activated and scheduled, will run automatically according to the schedule implemented. A specific version of this scan may be run prior to the initial IHI data load, to identify any scenarios in which multiple patient records match the IHI search criteria
<b>Included In (Other Use Cases)</b>	None
<b>Business Processes</b>	BP8: Resolve Duplicate Patient Records



BASIC FLOW:

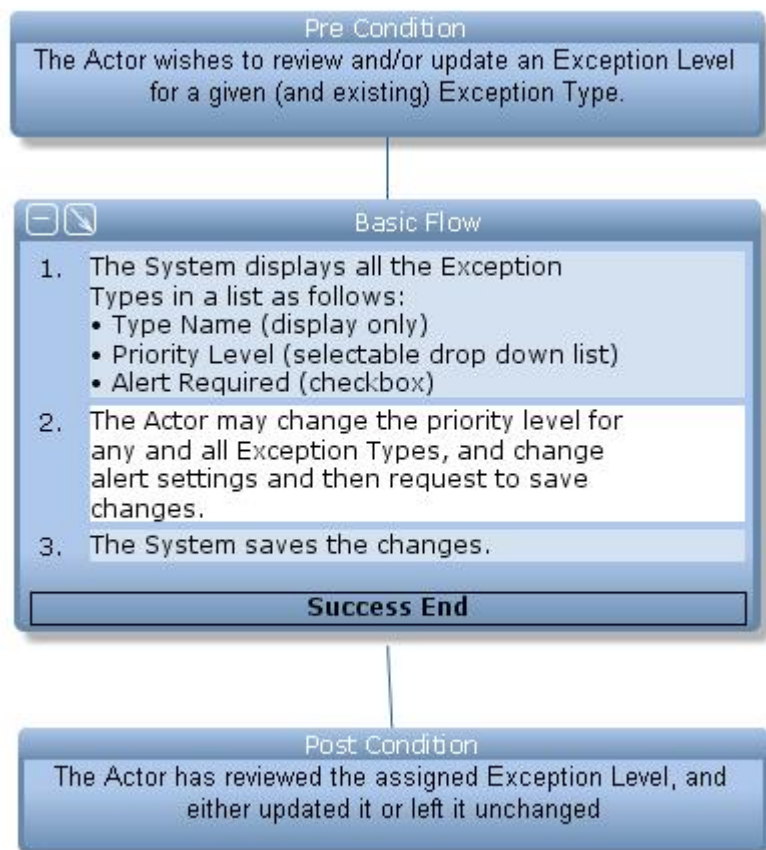
#	Description	Requirement/  Include
1	The System performs a scan to detect the following situations: <ul style="list-style-type: none"> <li>Multiple patients with the same IHI (Exception Type = "Potential Replica")</li> <li>Duplicate patients based on demographic data. (Exception Type = "Potential Duplicate")</li> <li>Patients with provisional IHIs (Exception Type = "Provisional IHI")</li> </ul>	
2	<a href="#">For each identified anomaly, the System raises an exception using UC12: Generate IHI Exception.</a>	 UC12: Generate IHI Exception

BUSINESS RULES:

ID	Business Rule	Error #	Error Type
RU428	The information available for use in identifying potential duplicate records are expected to be available (in order of precedence in terms of search relevance): <ol style="list-style-type: none"> <li>IHI;</li> <li>number;</li> <li>Medicare card number, or DVA file number</li> <li>Family name</li> <li>Given name</li> <li>Alias(es)</li> <li>Date of birth</li> <li>Sex</li> <li>Street address</li> <li>Suburb</li> <li>State</li> <li>Postcode</li> </ol>		N/A
RU498	The following patient records will be excluded from this search, unless explicitly requested by the user: <ul style="list-style-type: none"> <li>Patients with a Record Status of Deceased or Retired.</li> </ul>		N/A


### 3.10 UC37 : Manage Exception Type

<b>Actors</b>	PAS Administrator System Administrator
<b>Overview</b>	Provides a facility to enable the setting of exception levels within any given Exception type. The Actor will not be able to create new Exception Types, or delete existing ones.
<b>Pre Condition</b>	The Actor wishes to review and/or update an Exception Level for a given (and existing) Exception Type.
<b>Post Condition</b>	The Actor has reviewed the assigned Exception Level, and either updated it or left it unchanged
<b>Circumstances of Use</b>	Exception Levels will be updated by the User when there is a need to adjust the severity or priority of the given exception, to facilitate resolution activities.
<b>Included In (Other Use Cases)</b>	None
<b>Business Processes</b>	None



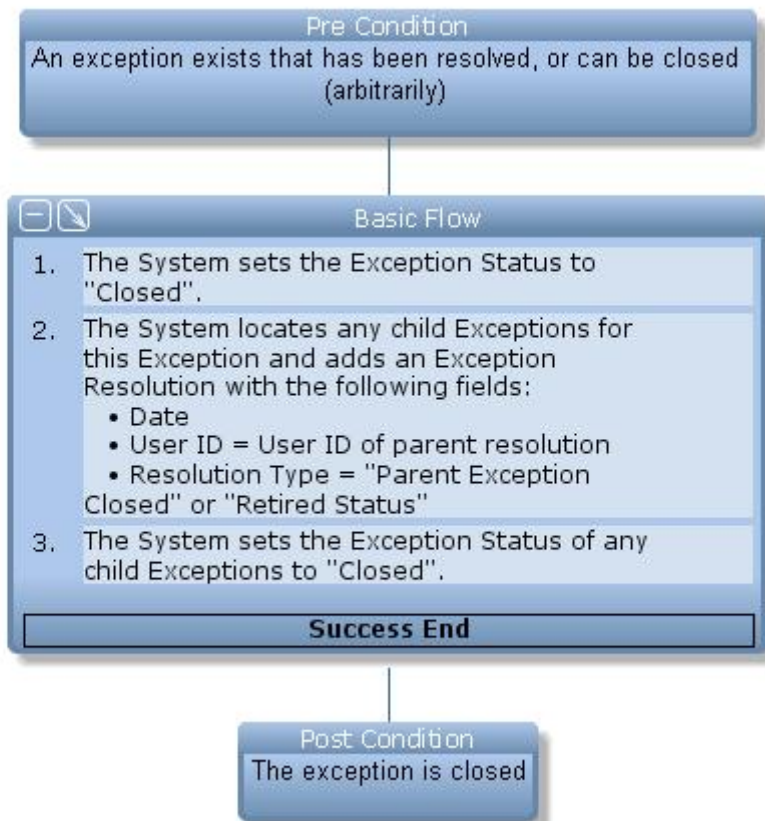
## BASIC FLOW:

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#	Description	Requirement/  Include
1	The System displays all the Exception Types in a list as follows: <ul style="list-style-type: none"><li>• Type Name (display only)</li><li>• Priority Level (selectable drop down list)</li><li>• Alert Required (checkbox)</li></ul>	
2	The Actor may change the priority level for any and all Exception Types, and change alert settings and then request to save changes.	
3	The System saves the changes.	

### 3.11 UC50 : Close Exception

<b>Actors</b>	PAS User PAS Clerk PAS Administrator System Administrator
<b>Overview</b>	Enables exceptions raised within the system (relevant to IHI processing) to be closed.
<b>Pre Condition</b>	An exception exists that has been resolved, or can be closed (arbitrarily)
<b>Post Condition</b>	The exception is closed
<b>Circumstances of Use</b>	Whenever an exception exists that needs to be closed.
<b>Included In (Other Use Cases)</b>	UC55: Reset Merge <a href="#">UC36: Add Exception Resolution</a> <a href="#">UC28: Merge Patient Records</a>
<b>Business Processes</b>	None – See “Included In” Use Case above




BASIC FLOW:

#	Description	Requirement/  Include
1	The System sets the Exception Status to "Closed".	
2	The System locates any child Exceptions for this Exception and adds an Exception Resolution with the following fields: <ul style="list-style-type: none"> <li>• Date</li> <li>• User ID = User ID of parent resolution</li> <li>• Resolution Type = "Parent Exception Closed" or "Retired Status"</li> </ul>	
3	The System sets the Exception Status of any child Exceptions to "Closed".	

### 3.12 UC31 : View Patient IHI Report

<b>Actors</b>	PAS User PAS Clerk PAS Administrator System Administrator
<b>Overview</b>	This use case enables the Actor to view a history of IHI requests and updates for the given patient or client. This supports audit requirements, and will assist in IHI problem resolution.  The Actor may optionally select to print the report.
<b>Pre Condition</b>	The patient record exists in the PAS, and has one or more IHI related events associated with it. The Actor has access to the function.
<b>Post Condition</b>	The Actor has reviewed the IHI history for the given patient, and may have printed the report.
<b>Circumstances of Use</b>	The Actor will wish to view the Patient IHI Report whenever: <ol style="list-style-type: none"> <li>1. There is a need to review the patient’s IHI history, eg to review the frequency of IHI Checks, or any IHI changes/merges.</li> <li>2. An IHI exception has occurred and the patient’s IHI history may assist in its resolution.</li> <li>3. To assist in the resolution of legal or compliance matters, or in response to an Fol request.</li> <li>4. To assist in problem resolution for the HI Service.</li> </ol>
<b>Included In (Other Use Cases)</b>	None
<b>Business Processes</b>	None

BASIC FLOW:

#	Description	Requirement/  Include
1	<p>The System presents the following reports that can be previewed and printed:</p> <ul style="list-style-type: none"> <li>• IHI transaction history, in reverse order (most recent at top of list)                             <ul style="list-style-type: none"> <li>• Date</li> <li>• IHI Record Status</li> <li>• IHI Status</li> </ul> </li> <li>• IHI Transaction history with exceptions                             <ul style="list-style-type: none"> <li>• Date</li> <li>• IHI Record Status</li> <li>• IHI Status</li> <li>• Exceptions                                     <ul style="list-style-type: none"> <li>• Exception ID</li> <li>• Parent Exception ID</li> <li>• Exception Date</li> <li>• Exception Type</li> <li>• Exception Status</li> </ul> </li> </ul> </li> <li>• Transaction history for all patients records with the same IHI                             <ul style="list-style-type: none"> <li>• URN</li> <li>• Date</li> <li>• IHI Record Status</li> <li>• IHI Status</li> </ul> </li> <li>• Transaction history for all patients records with the same IHI, including exceptions                             <ul style="list-style-type: none"> <li>• URN</li> <li>• Date</li> <li>• IHI Record Status</li> <li>• IHI Status</li> <li>• Exceptions                                     <ul style="list-style-type: none"> <li>• Exception ID</li> <li>• Parent Exception ID</li> <li>• Exception Date</li> <li>• Exception Type</li> <li>• Exception Status</li> </ul> </li> </ul> </li> </ul>	
2	The Actor selects the report they wish to view and requests to proceed.	
3	The System displays any relevant criteria for entry that is related to the report.	
4	The Actor enters the criteria and requests to proceed.	
5	The System determines that the criteria passes validation.	

ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that the criteria fails validation.	<a href="#">IE 1</a>	

6	The System displays the requested report.	
---	---	--

**Internal Extension (Alternate Flow) IE 1**

**Condition:** The System determines that the criteria fails validation.  
**Goal:** Display error message.  
**Requirements:**



#	Description	Requirement/Include
1	The System displays an error message, indicating the fields in error.	
<b>Next Step:</b>	BF: Basic Flow	SUCCESS_END

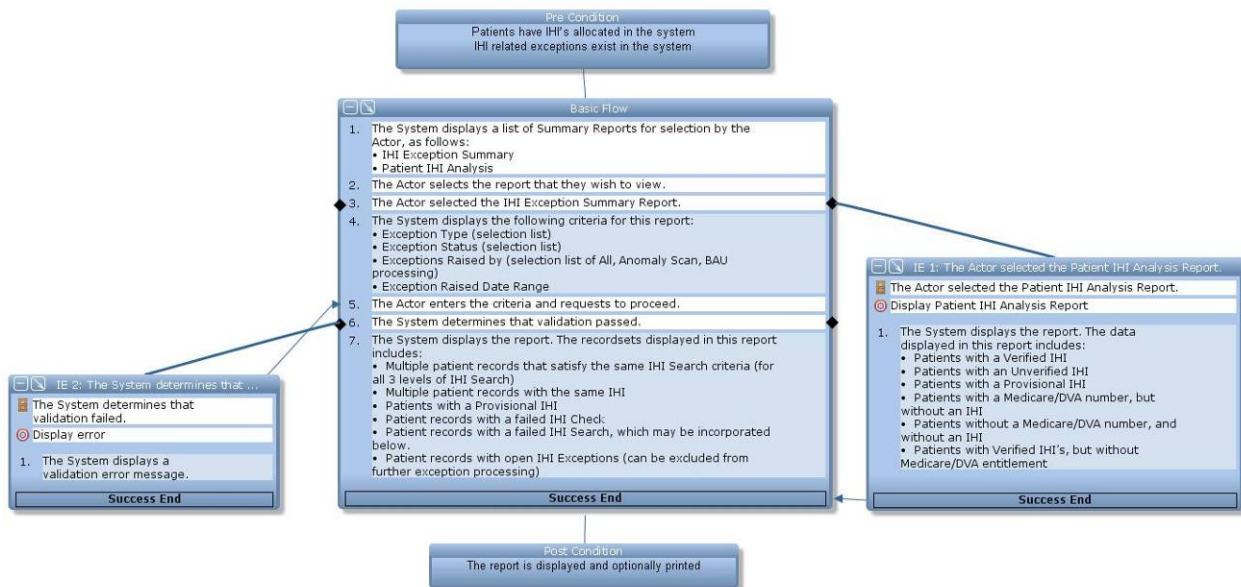
**BUSINESS RULES:**

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ID	Business Rule
RU615	<p>Exceptions Types are:</p> <ul style="list-style-type: none"> <li>• No Match</li> <li>• No Match on Check IHI</li> <li>• Incomplete Request Criteria</li> <li>• PAS Duplicate</li> <li>• Status Integrity</li> <li>• System Failure</li> <li>• Provisional IHI</li> <li>• Returned IHI PAS Duplicate</li> <li>• Potential Deceased</li> <li>• Data Error</li> <li>• Multiple Matches</li> <li>• Multiple Matches on Check IHI</li> <li>• Retired or Expired</li> <li>• HI Duplicate Data</li> <li>• Unknown</li> <li>• Business Rule Violation</li> <li>• HI Merge Failure</li> <li>• Inconsistent Referral IHI</li> <li>• Current Patient IHI Anomaly</li> <li>• HI Service Processing</li> </ul>

### 3.13 UC52 : View IHI Summary Report

<b>Actors</b>	PAS User PAS Clerk PAS Administrator System Administrator
<b>Overview</b>	<p>This report enables the user to obtain a summary level view of the IHI related exceptions in the system, and also a summary of the level of IHI allocation.</p> <p>Search outputs include:</p> <ol style="list-style-type: none"> <li>1. Patient IHI Analysis (counts) <ol style="list-style-type: none"> <li>i. Patients with a Verified IHI</li> <li>ii. Patients with an Unverified IHI</li> <li>iii. Patients with a Provisional IHI</li> <li>iv. Patients with a Medicare/DVA number, but without an IHI</li> <li>v. Patients without a Medicare/DVA number, and without an IHI</li> <li>vi. Patients with Verified IHIs, but without Medicare/DVA entitlement</li> </ol> </li> <li>2. Multiple patient records that satisfy the same IHI Search criteria (for all 3 levels of IHI Search)</li> <li>3. Exception Analysis <ol style="list-style-type: none"> <li>i. Multiple patient records with the same IHI</li> <li>ii. Patient records without an IHI</li> <li>iii. Patient records with a failed IHI Search, which may be incorporated in (vii) below.</li> <li>iv. Patient records with an IHI but without either/or IHI Record Status and IHI Status</li> <li>v. Patient records with IHI Record Status or IHI Status but without an IHI</li> <li>vi. Patient records with a failed IHI Check</li> <li>vii. Patient records with open IHI Exceptions (can be excluded from further exception processing)</li> </ol> </li> </ol>
<b>Pre Condition</b>	Patients have IHIs allocated in the system IHI related exceptions exist in the system
<b>Post Condition</b>	The report is displayed and optionally printed
<b>Circumstances of Use</b>	As selected by the user.
<b>Included In (Other Use Cases)</b>	None
<b>Business Processes</b>	None



## BASIC FLOW:

#	Description	Requirement/ Include
1	The System displays a list of Summary Reports for selection by the Actor, as follows: <ul style="list-style-type: none"> <li>IHI Exception Summary</li> <li>Patient IHI Analysis</li> </ul>	Include
2	The Actor selects the report that they wish to view.	
3	The Actor selected the IHI Exception Summary Report.	

## ALTERNATE FLOW(S):

Condition	Link	Return Step
The Actor selected the Patient IHI Analysis Report.	<a href="#">IE 1</a>	
4 The System displays the following criteria for this report: <ul style="list-style-type: none"> <li>Exception Type (selection list)</li> <li>Exception Status (selection list)</li> <li>Exceptions Raised by (selection list of All, Anomaly Scan, BAU processing)</li> <li>Exception Raised Date Range</li> </ul>		
5 The Actor enters the criteria and requests to proceed.		
6 The System determines that validation passed.		


## ALTERNATE FLOW(S):

Condition	Link	Return Step
The System determines that validation failed.	<a href="#">IE 2</a>	<a href="#">5</a>
7 The System displays the report. The recordsets displayed in this report includes: <ul style="list-style-type: none"> <li>Multiple patient records that satisfy the same IHI Search criteria (for all 3 levels of IHI Search)</li> <li>Multiple patient records with the same IHI</li> </ul>		

- Patients with a Provisional IHI
- Patient records with a failed IHI Check
- Patient records with a failed IHI Search, which may be incorporated below.
- Patient records with open IHI Exceptions (can be excluded from further exception processing)

#### Internal Extension (Alternate Flow) IE 1


**Condition:** The Actor selected the Patient IHI Analysis Report.  
**Goal:** Display Patient IHI Analysis Report  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays the report. The data displayed in this report includes: <ul style="list-style-type: none"> <li>• Patients with a Verified IHI</li> <li>• Patients with an Unverified IHI</li> <li>• Patients with a Provisional IHI</li> <li>• Patients with a Medicare/DVA number, but without an IHI</li> <li>• Patients without a Medicare/DVA number, and without an IHI</li> <li>• Patients with Verified IHIs, but without Medicare/DVA entitlement</li> </ul>	

**Next Step:** BF: Basic Flow SUCCESS\_END

#### Internal Extension (Alternate Flow) IE 2

**Condition:** The System determines that validation failed.  
**Goal:** Display error  
**Requirements:**

#	Description	Requirement/  Include
1	The System displays a validation error message.	

**Next Step:** BF: Basic Flow [5. The Actor enters the criteria and requests to proceed.](#)

## 4. Messages

### 4.1 Alerts

Alerts are created on individual patient records to alert the Actor to a certain condition that applies to that record. See the Best Practice Guide for procedures for each alert.

ID	Name	Message
AT574	Unstable IHI	The IHI is currently undergoing exception processing.
AT575	Deceased	The patient may be deceased.
AT576	Potential Duplicate	Duplicate record may exist: [Other URN].
AT616	Ineligible for Verified IHI	Ineligible for Verified IHI as at [date].

### 4.2 Error Messages

ID	Name	Message
EM145 / E100	HI Service Timeout	The HI Service is offline.
EM135 / E101	Insufficient Information	The patient record does not have sufficient information held on it to perform the IHI request.
EM138 / E102	Duplicate PAS Criteria	The PAS system has duplicate records based on the IHI search criteria.
EM141 / E103	Duplicate IHIs within PAS	The IHI that was returned already exists on another record within the PAS.
EM370 / E104	No Match found	No IHI match was found.
EM603 / 01500	No Match	No match has been found.
EM302 / 00013	Family Name	The family name contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM303 / 00018	Birth Year	The birth year must not be less than 1800, i.e. it must be equal to or greater than 1800.
EM304 / 00019	Future DoB	The date of birth must not be in the future.
EM305 / 00081	Locality	The locality contains invalid characters. Only alpha characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM306 / 00083	Postcode	The postcode contains invalid characters. Only numeric characters are acceptable. The postcode must contain four numeric characters for an Australian address.
EM307 / 00098	Locality Combination	The locality, postcode and state is not a valid combination.
EM308 / 00262	Medicare check digit	Medicare card fails check digit routine.
EM322 / 00086	Mobile Number	The mobile number contains invalid characters. Only alpha and numeric characters are acceptable.
EM324 / 00088	@	You must key the @ symbol as part of the email address.
EM325 / 00089	email	The email address must have alpha/numeric characters immediately before or after the @ symbol. Spaces must not immediately precede or follow the @ symbol.
EM326 / 00267	Future date of death	The date of death must not be in the future.
EM327 / 00275	Date of Death / Date of Birth	The date of death must not be earlier than the date of birth.
EM328 /	Date of Death/ Death	You must key a date of death when a death notification source

ID	Name	Message
00370	notification Source	has been selected.
EM329 / 00371	Death Notification Source / Date of Death	You must select a death notification source when a date of death has been keyed.
EM310 / 01474	Unknown error	Please contact Help Desk to resolve the unknown error.
EM311 / 01514	IHI check digit	IHI Number fails the check digit routine.
EM142 / 01527	Multiple Matches Found	Multiple matches found. Please refine the search criteria.
EM312 / 01528	Multiple search criteria	Multiple search criteria keyed. Please refine the search criteria.
EM313 / 01544	Invalid DVA	The DVA file number entered is invalid.
EM314 / 01581	Unit Number	The Unit Number contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM315 / 01582	Address Site Name	The Address Site Name contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM316 / 01583	Level Number	The Level Number contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM317 / 01584	Street Number	The Street Number contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM318 / 01585	Lot Number	The Lot Number contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM319 / 01586	Street Name	The Street Name contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM506 / 01587	Suburb	The Suburb of the Address contains invalid characters. Only alpha characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM320 / 01588	Postal Delivery Number	The Postal Delivery Number contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM143 / 01613	Expired Record Matched	This IHI record has an 'Expired' IHI status and can not be retrieved via this channel.
EM214 / 01614	Retired Record Matched	This IHI record has a 'Retired' IHI status and can not be retrieved via this channel.
EM321 / 01675	IHI Number	IHI Number must be 16 digits.
EM330 / 01400	Date of Death/ Accuracy Ind	No date of death has been recorded and a selection has been made for Date of Death Accuracy Indicator.
EM331 / 01401	Accuracy Ind/ Date of Death	The date of death accuracy indicator is required when a date of death is entered.
EM332 / 01418	Given Name	The given name contains invalid characters. Only alpha and numeric characters, apostrophes and hyphens are acceptable. Spaces must not appear immediately before or after apostrophes and hyphens.
EM337 / 01422	Birth Order	Birth Order must be selected if Birth Plurality is selected.

ID	Name	Message
EM338 / 01429	Telephone Number invalid	Telephone number contains invalid characters. Only numeric characters are acceptable.
EM339 / 01430	Telephone Number too short	Telephone number contains less than 8 digits.
EM340 / 01431	Mobile Number	Mobile Number contains less than 10 digits.
EM341 / 01458	Existing Unverified IHI record exists	Existing Unverified IHI record exists with these details. Change existing details or enter an address for this record.
EM349 / 01465	Address Purpose	Address purpose can only be set to Residential for International Addresses.
EM351 / 01506	Postal Delivery Type Code	If Postal Delivery Type Code is Care PO (Care-of-Post Office) or Care PO (Poste Restante), a Postal Delivery Number is not required and vice versa.
EM352 / 01577	. after @	You must key a "." after the @ symbol as part of the email address.
EM353 / 01578	no spaces	No Spaces are allowed as part of a valid email address.
EM354 / 01592	Fax number characters	Fax number contains invalid characters. Only numeric characters are acceptable.
EM355 / 01593	Fax number min	Fax number contains less than 8 digits.
EM356 / 01668	Street Number/Lot Number	Either street number or lot number required for an Australian address.
EM357 / 01669	Not both Street Number & Lot Number	Only one of lot number or street number required for an Australian address not both.
EM358 / 01689	Country is Australia	If the country is Australia, you cannot enter International Address Line, International State/Province, and International Postcode.
EM359 / 01691	Birth Plurality	Birth Plurality must be entered if Birth Order has been entered
EM360 / 01692	One Address Type for Unverified	Only one type (Mailing/Residential or international) of address allowed in the create unverified IHI process.
EM509 / 01620	Verified Update	This is an invalid amendment request via this channel for a verified IHI record. Only date of death, date or death accuracy indicator and source of death notification can be updated for a verified IHI record via the B2B channel.
EM595 / 01427	Date of Death exists	The Date of Death from Births, Deaths and Marriages already exists for the Record.
EM596 / 01428	Date of Death Accuracy Indicator exists	The Date of Death Accuracy Indicator from Births, Deaths and Marriages already exists for the Record.
EM512 / 01690	Source of Death already held	The Source of Death Notification from Births, Deaths and Marriages already exists for the IHI Record.
EM592 / 01457	Expired/Retired Update disallowed	IHI records with an Expired or Retired Status cannot be updated via this channel.
EM604 / 01601	Not Provisional	The Provisional Record Status does not match the Record Status found.
EM605 / 01687	No Status Match	The Unverified/Verified Record Status does not match the Record Status found.
EM606 / 01688	Not Active or Deceased	The record to be processed does not have active or deceased Status.
EM420 / E105	Referral IHI and returned IHI mismatch	There was an IHI in the Referral and not in the PAS. An IHI Search was conducted. The returned IHI does not match the IHI in the referral.
EM421 / E106	Non-Active Patient	Validate of IHI was attempted on a non-Active patient record.
EM424 / E107	Different People	The two compared top-level numbers do not match and may belong to two different people.
EM632 / 01610	Retired Not Allowed	This can not be flagged as a potential duplicate or replica as it has a "retired" status.
EM633 / 01502	Already Duplicate	The following record(s) contain a potential duplicate flag: < Number>
EM634 /	Already Replica	The following record(s) contain a potential replica flag: < Number>

ID	Name	Message
01507		
EM637 / 01433	Invalid IHI	The Individual Healthcare Identifier qualifier <individualHealthcareIdentifier> is invalid.

### 4.3 Information Messages

ID	Name	Message
IM140 / 01439	No Match Found	No Healthcare Individual records have been found
IM144 / 01611	Matched record flagged as duplicate	This IHI record is a duplicate IHI record that has been resolved to IHI number [IHI Number].
IM215 / 01612	Matched record flagged as provisional resolved to a primary IHI	This IHI record is a provisional IHI record that has been resolved to IHI number [IHI Number].
IM219 / 01531	Matched record has a date of death	The HI Service matched a record that has a date of death.
IM323 / 00070	No Postal Match	The address details cannot be matched to an address in the Postal Address File.
IM345 / 01466	Successful Provisional IHI Creation	The Provisional IHI has been successfully created.
IM346 / 01603	Successful IHI Creation	The IHI record has been successfully created.
IM591 / 01402	Successful IHI Update	The Record has been successfully updated.
IM601 / 01443	Successful Provisional IHI merged	The provisional record has been successfully resolved.
IM609 / 01605	Successful resolve to Unverified IHI	The Provisional IHI record has been successfully resolved and IHI status amended to Unverified.
IM348 / 01463	DoB >100	The date of birth is 100 years or more in the past.
IM347 / 01464	DoB > 80	The date of birth is 80 years or more in the past.
IM635 / 01449	Successful Flag - Duplicates	The records selected have been successfully flagged as potential duplicates.
IM636 / 01496	Successful Flag - Replicas	The records selected have been successfully flagged as potential replicas.

### 4.4 IHI Exceptions

ID	Name	Message
EX639	No Match (All Criteria Sets)	No unique match found. All demographic information was exhausted.
EX662	No Match (Single Criteria)	No match found and no criteria refinement available.
EX663	No Match (After Merge)	No match found after merge and updated details.
EX664	No Match	No match was found in the HI Service.
EX640	No Match on Check IHI	No Match found.
EX641	Incomplete Request Criteria	[Message text varies for each Use Case it occurs in.]
EX642	PAS Duplicate	Request for IHI aborted. Duplicate PAS records found on non-TDS Search.
EX643	Status Integrity	Status Hierarchy Mismatch. Held: [Status in PAS], Received [Status to Update]"
EX644	System Failure	System Failure. Contact Help Desk.
EX645	Provisional IHI	Provisional IHI
EX646	Returned IHI PAS Duplicate	Another record in the PAS has this same IHI, [with the Secondary URN field populated with the URN of the duplicate].



ID	Name	Message
EX647	Potential Deceased	Date of Death: [Date of Death].
EX648	Data Error	Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
EX649	Multiple Matches	Multiple matches found.
EX650	Multiple Matches on Check IHI	Multiple matches found.
EX652	IHI Duplicate Data	"Existing Verified or Unverified IHI record with the same details." or blank
EX653	Unknown	Unknown
EX654	Business Rule Violation	Error [Error Code]: [Error Reason]
EX655	IHI Merge Failure	IHI Merge Failure
EX656	Inconsistent Referral IHI	Inconsistent Referral IHI
EX657	Current Patient IHI Anomaly	Current Patient IHI Anomaly
EX658	IHI Service Processing	IHI Service Processing

# 5. GUI Screens

The following wireframe user interface diagrams are provided to aide in the understanding of related Use Cases.

## 5.1 SC1 : Exception Search: Search Criteria

The wireframe shows a dialog box titled "Search Criteria" with the following elements:

- Exception Date:** Two date input fields labeled "From:" and "To:", both containing "07/10/2010" and a calendar icon.
- Batch ID:** A text input field.
- Exception Type:** A dropdown menu with options: "All", "No Match", "PAS Duplicate", and "Status Integrity".
- Exception Level:** A dropdown menu with options: "High", "Medium", and "Low".
- Exception Status:** A dropdown menu with options: "Created", "Open", "Pending", and "Closed".
- Search:** A button located to the right of the Exception Status dropdown.
- Close:** A button located at the bottom right of the dialog box.

## 5.2 SC4 : Exception Search: Search Results

**Search Criteria**

**Exception Date**

From:

To:

**Exception Type:**

- All
- No Match
- PAS Duplicate
- Status Integrity

**Exception Level:**

- High
- Medium
- Low

**Exception Status:**

- Created
- Open
- Pending
- Closed

Batch ID:

URN	Patient Name	Exception ID	Exception Date	Exception Type	Exception Status	Exception Level	Batch ID
<a href="#">37468676</a>	Stephanie Forrester	<a href="#">54546</a>	29/09/2010	No Match	Pending	Medium	376
<a href="#">32498273</a>	Victoria Newman	<a href="#">46346</a>	29/09/2010	PAS Duplicate	Open	Medium	744
<a href="#">45634787</a>	Jack Abbott	<a href="#">34324</a>	29/09/2010	Status Integrity	Created	Low	9087
<a href="#">21212698</a>	Phillip Chancellor	<a href="#">53787</a>	29/09/2010	Provisional IHI	Created	Medium	8978

## 5.3 SC2 : View Exception

URN: [37468676](#) Patient Name: Stephanie Forrester IHI: 6545 6454 7546 5477

Exception ID	Parent Exception ID	Exception Date	Exception Type	Exception Status
<a href="#">54546</a>	<a href="#">46346</a>	29/09/2010	No Match	Pending
<a href="#">46346</a>		9/03/2009	PAS Duplicate	Open
<a href="#">34324</a>		1/09/2005	Status Integrity	Closed
<a href="#">53787</a>		2/12/2001	Provisional IHI	Closed

**Exception Details**

Exception ID: 54546      Exception Date: 29092010  
 Exception Type: No Match      Parent Exception ID: 46346  
 Exception Status: Pending      Batch ID: 376  
 Exception Level: Medium      Error Code: 01439  
 Primary IHI:      Error Message: No Healthcare Individual records have been found  
 Secondary IHI:      Secondary URN:

**Resolution History**

Date	User ID	Resolution Type	Exception Status	Comments
1/10/2010	fastaire	Send Service Request	Pending	
29/09/2010	bpollen	Wait for Presentation	Pending	

## 5.4 SC3 : Add Exception Resolution

URN: 37469276 Patient Name: Stephanie Forrester  
Add Exception Resolution - No Match

Exception  
54546  
49346  
34324  
53787

Date: Exception Status:  
User ID:  
Resolution Type: [Select] | ▾  
Comments:

OK Cancel

Date	User ID	Resolution Type	Exception Status	Comments
1/10/2010	fastaire	Send Service Request	Pending	
29/09/2010	bpollen	Wait for Presentation	Pending	

## 5.5 SC5 : Add Exception Resolution - Merge

URN: 37485577 Patient Name: Stephanie Forrester  
Add Exception Resolution - PAS Duplicate

Exception ID: 44546, 46346, 34324, 53787

Date: \_\_\_\_\_ Exception Status: \_\_\_\_\_

User ID: \_\_\_\_\_

Resolution Type: Merge Patients

Comments: \_\_\_\_\_

Primary IHI: \_\_\_\_\_

Secondary IHI: \_\_\_\_\_

Secondary URN: \_\_\_\_\_

OK Cancel

Date	User ID	Resolution Type	Exception Status	Comments
1/10/2010	fastaire	Send Service Request	Pending	
29/09/2010	bpollen	Wait for Presentation	Pending	