



Mini Manual

Radiography Staff

Find / Generate Patient MRN

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Support available:

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Bringing it all together

Millennium Patient Search

1. Millennium Patient Search

- All patients need to be registered in Millennium as it is the core administration system for the RUH. Once registered, this data feeds through to ICE, CRIS, PACS and other RUH systems.
- If the patient is not registered in CRIS with an RUH number the patient will need to be registered in Millennium.
- Millennium searches for patients on the Patient Demographic Service (PDS) which is a national database. Everyone who has registered with a GP or been treated by the NHS in England and Wales will have a record.
- Exceptions are tourists or other people who have not registered with a GP or the NHS.

2. Searching - Hints and Tips

To make your tracing more efficient:

- If double barrelled **surname**, try both combinations. **Put a space not a hyphen**. If you put the hyphen it will not find the patient.
- Use second **forename** as first name
- Check **Spelling** of name as it may be different to conventional spelling
- Check to see if it is a **shortened** version of a forename e.g. "Chris" instead of "Christopher" or "Christine"
- Use **wildcard** e.g. Be*
- If patient is present check the details with them.

View Person

3. View Person

Example: a patient has been referred to the X-ray department by their GP or from A&E

You cannot find them in CRIS.

You need to look in Millennium for their MRN number.

Step 1. Within **PM Office** click **Conversation** on the Side Bar menu.

Step 2. Double click **View Person**

NOTE: This will search the local RUH database for the patient. It is not searching the national PDS.

Step 3. Type the Name in the format '**Surname, First name**'

Step 4. Select the **Gender**

Step 5. Click **Search**

The **result** may be a single patient or a list.

You can search on **NHS number** if you wish.

Step 6. **Check the details** on display to identify the patient.

Step 7. If unsure, click the **Preview** button.

Step 8. In Preview, click the **+ sign** to open the **folders** and view the information. This should be enough to identify the patient.

Step 9. Click **Close**

Step 10. Note their MRN.

Step 11. If the **MRN is found** you can return to CRIS to continue your work there.

Step 12. If the patient is **not found** or does not have an **MRN** refer to the next page.

Add Person Without Encounter

4. Add Person Without Encounter

In the majority of cases you would expect to find the patient on the PDS in Millennium.

Step 1. Within **PM Office** click **Conversation** on the Side Bar menu.

Step 2. Double click Add Person without Encounter

NOTE: We will not use Simple Trace as it will only return a single patient that matches your search criteria exactly. We click **Next** to go to **Advanced Trace** search.

Step 3. Click **NEXT** to open Advanced Trace.

Step 4. Type the **Surname** (mandatory)

Step 5. Type the First Name

Step 6. Select the **Gender** (mandatory)

Step 7. Click **Search**

Step 8. Identify the patient from the details which includes the **NHS** number.

Step 9. If unsure, click the **Preview** button to view further details to identify the patient. Then click **Close**.

Step 10. From the search results, select the patient.

Step 11. Click **OK**.

Step 12. In the **facility** box type **r**. Press the **Enter** key or the **ellipsis** button.

Step 13. Click 'Royal United Hospital' (not the Trust)

Step 14. Click **OK**

Result: 'Add Person without Encounter' conversation opens.

The MRN is in the top left field.

If MRN Field is blank

When there is an MRN in the conversation this pop up message automatically and immediately appears:

This conversation can only be used to add new patients. This conversation will now close.

Step 15. Note the **MRN**

Step 16. Click **OK** on the pop up message. This conversation will close.

Result: Millennium will now have updated patient details in CRIS

5. If the MRN field is blank:

Step 1. Check the rest of the patient details and complete any blank mandatory fields.

Step 2. If the GP is unknown, select 'GP Not Known' to fill this field.

Step 3. Click **OK** to close the **conversation**.

Result: This generates an **MRN**

Step 4. **Note the MRN** from the pop-up message.

Result: Millennium will now have updated CRIS.

6. Add Patient

On very rare occasions the patient is not found.

Step 1. When the search result is '**No Patient Found**' click **Add Patient** button.

Step 2. Select the **facility** and click **OK**.

Step 3. Complete all the fields in the conversation.

Step 4. Click **OK**

Step 5. **Note the MRN** from the pop-up message.

Result: Millennium will now have updated patient details in CRIS

Business Rules

Business Rules

1. Searching for patients using the PDS must be performed thoroughly and carefully.
 - a. The first "simple" trace should be skipped by selecting next; this will take you to the "advanced" trace.
 - b. The only two mandatory fields in advance trace are surname and gender.
 - c. The patient should be searched for using the minimum amount of information. The more information you enter to search by, the more the search is restricted and this may result in not finding your patient - less can sometimes be more.
 - d. If any of the information entered to the search differs from that held on the PDS, you will not find your patient.
 - e. You can use wildcards - type at least the first 2 letters of the surname and/or first name then an *.
 - f. If your patient has been seen by this Trust before, or is registered with a GP in England or has had treatment in another hospital in England, you can reasonably assume that you will find the patient.
 - g. If you don't find your patient the first time, search again.
2. Every effort must be made to find and retrieve the correct patient from the PDS before a request is made to "add patient without encounter".
3. Changes to demographics, priority or referral details must be reflected in Millennium.
4. When a referral from a dentist is received, where possible the dentist should be searched and selected in the "GDP details" field. If the referring dentist can not be found in this list, the dentists name and address should be typed in the free text "Comments" box toward the bottom of the page. For such referrals the "source of referral" should be selected as "dentist referral".
5. Time should be taken to ensure that any information entered is accurate.
6. If ethnic category is unknown and the patient is not available to ask, enter "other – not known". This information can then be updated the next time the patient visits the hospital, e.g. at outpatient clinic or on admission. The option of "patient declined" will only be used when the patient refuses to provide this information.