

PAS Patient Registrations - Procedures for Double Registrations

Procedures for Double Registrations

When a double registration has been identified, you **MUST ring Cornwall IT Services service desk on 0 1 2 0 9 8 8 1 7 1 7 and log a call**. Your details will be taken and the Data Quality Team will contact you to advise you as to whether you may be given permission to merge the paper notes together. The Data Quality Team will update the PAS system and notify you which CR number is to be retained. Once the Data Quality Team has deleted the incorrect number from PAS, **print new labels for the paper notes**.

If the patient is an inpatient, please call the Cornwall IT Services service desk on 0 1 2 0 9 8 8 1 7 1 7 to log an **urgent** call before proceeding.

As a rule, there is usually one set of paper notes larger than the other, where possible the number of the larger folder will be kept. If the paper notes are of a similar size, the older number will be kept.

DO NOT MERGE ANY PAPER NOTES WITHOUT PRIOR AUTHORISATION.

If instructed to merge the paper notes, remove the contents of the paper notes which are being deleted, and file into the set of paper notes with the number being retained. Please follow the case note management procedures. Replace any patient labels with the deleted number showing, with the new labels printed which has the CR number being retained.

Remember to tracer the paper notes, when necessary.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=168>