



Improving Collection *of* Client Identifiers

July 29, 2010

teamwork

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Welcome!

- The State Office of AIDS is now working with providers to improve the quality of data that is collected and entered into ARIES.
- Today's webinar will focus on Client Identifiers – particularly client's Middle Initial (MI) and Mother's Maiden Name (MMN).

What are Client Identifiers?

- Each client in ARIES has an extended unique record number (e-URN). The e-URN helps distinguish one client from another.
- The e-URN is composed of the first and third characters of the client's **first** and **last name**, his **date of birth** and **gender**, his **middle initial**, and the first and third characters of his **mother's maiden name**.
- All of these fields are required by ARIES. A user **can not register** a new client without this information.

What are they used for?

- It is important to accurately collect and correctly enter Client Identifiers because this information is required by all programs and is needed to complete HRSA's Ryan White Services Report (RSR) and Ryan White Data Report (RDR).

What are they used for?

- This information may also be used by:
 - Your **agency** to **locate** the correct client record when adding new medical or service data for a given client or to **run** the HAB Quality Management Reports (Group 1 and 2).
 - **Administrative Agencies** and/or **the ARIES Help Desk** to correctly **merge** duplicate client records.
 - **Health Departments** and **the Office of AIDS** to calculate an accurate, unduplicated client count.

Editing Client Identifiers

- We're going to review the steps for editing Client Identifiers for an existing client.
- We'll also give tips for collecting accurate information. These guidelines apply to creating new client records as well.

Begin by finding the client record and...

The screenshot shows the ARIES system interface. At the top, there is a navigation bar with links: < Back, Home, Find, New, Reports, Shortcuts, Help, Logout. Below this is a menu bar with tabs: DEMO-GRAPHICS, ELIGIBILITY, PROGRAMS, MEDICAL, MEDICATIONS, RISK & ASSESSMENTS, CARE PLAN, CASE NOTES, SERVICES. A secondary menu bar contains: CONTACT INFO, DEMOGRAPHIC DETAIL (highlighted), LIVING SITUATION, AGENCY SPECIFICS. The main content area is titled "DEMOGRAPHIC DETAIL" and "ARIES".


Bart J Simpson

Identifiers **Edit** ← Clicking the “edit” button on Identifiers under the Demographic Detail tab.

Gender: Male
Birth date: 4/19/1987 (23 years old)
ARIES ID: 10004151

Demographics **Edit**

AKA:
SSN:
Hispanic:
Race:
Marital Status:
Sexual Orientation:
Education Level:
Veteran:
Primary language:
Secondary language:
Place of Death:
Special needs:
Notes:



First and Last Name

Bart J Simpson Demographics

Last Name *

First Name *

Disable ARIES capitalization, save name as entered

Middle Initial *

Mother's Maiden Name *

Date of Birth * 

Gender *

Extended URN BR.SM04198719UK

If necessary, edit the client's first and last name if necessary.

Avoid using nicknames or initials in these fields.

Middle Initial

Bart J Simpson Demographics

Last Name *

First Name *

Disable ARIES capitalization, save name as entered

Middle Initial *

Mother's Maiden Name *

Date of Birth *

Gender *

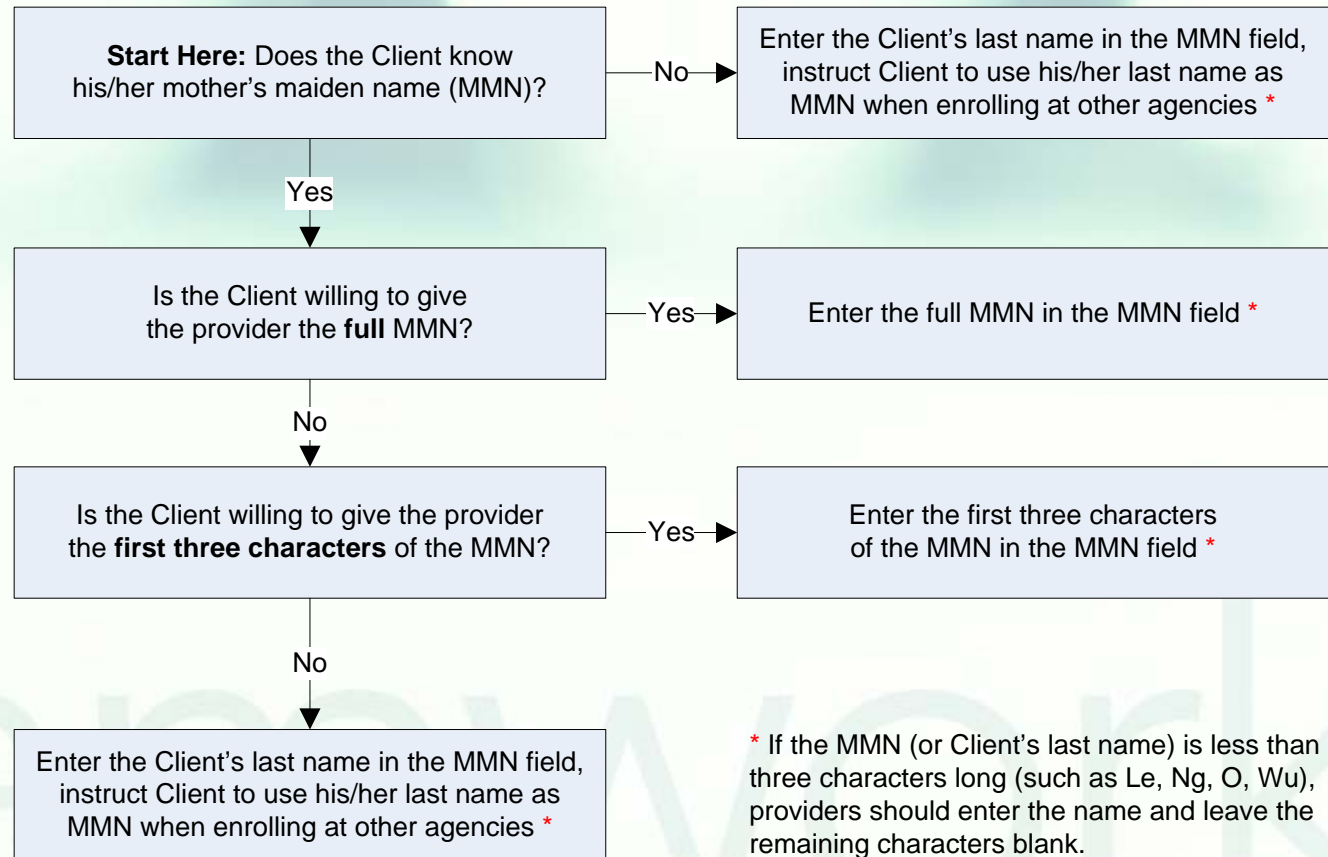
Extended URN BR.SM04198719UK

Make an effort to collect the client's middle initial. In this example, Bart's middle name is Jo-Jo so you should add a "J" to this field.

If the client does not have a middle name, or is unwilling to provide the middle initial, leave this field blank.

Collecting MMNs

- Some clients may be reluctant to divulge their MMNs. This “decision tree” can help staff work through this process.



Entering MMNs

Bart J Simpson Demographics

Last Name *

First Name *

Disable ARIES capitalization, save name

Middle Initial *

Mother's Maiden Name *

Date of Birth *

Gender *

Extended URN BRSM0419871JUK

Save

Cancel

Even though it was previously entered and saved, the MMN does not appear on this screen for security reasons. If you leave this entry blank, ARIES maintains the previously entered MMN.

You only need to enter a MMN on this screen if you have reason to believe that the original information was incorrect.

We know Bart's MMN is incorrect. We can tell by looking at the last two characters of his e-URN that a previous user entered "Unknown" as his MMN. Bart's real MMN is Bouvier so you should enter "Bouvier."

When entering MMNs, do not

- Enter any numbers.
- Type in “Unknown” or “UNK.”
- Do not automatically use the client’s Last Name without first working through the “decision tree.”
- Leave the field blank.

Date of Birth and Gender

Bart J Simpson Demographics

Last Name *

First Name *

Disable ARIES capitalization, save name as entered

Middle Initial *

Mother's Maiden Name *

Date of Birth *

Gender *

Extended URN BRSM0419871JBU

If necessary, edit the client's Date of Birth and Gender.

Type the Date of Birth carefully. It is easy to transpose the numbers.

When finished editing the Client Identifiers, click the Save button.

Editing Client Identifiers

- When editing Client Identifiers, ARIES may display this error message: “Client URN Search Save: You cannot have two or more clients with the same URN. Please provide a different set of identifiers.”
- If you encounter this message, please call the ARIES Help Desk (**866-411-2743**) for assistance before moving on.

Running the Fix-It Report

- We hope these guidelines help improve data collection in the future.
- However, some of your records may need attention now. To find records in your agency that need to be updated, go to Client Reports and select **Fix-It: Client Identifiers**. Then enter a date range for the last year and click the “Report >” button.

Running the Fix-It Report

- What will appear is a report showing all records for clients served by your agency during the date range.
- Error messages will indicate which records need attention and why.
- The report will look something like this...

Running the Fix-It Report

DEMO			DEMO			DEMO		
Fix-It: Client Identifiers								
			MMN	Errors	Service Count			
			UK	MMN=UnKnown,	1			
			UK	MMN=UnKnown,	34			
			PB	MMN=Last Name,	1			
			MR	MMN=Last Name,	1			
100042464	Client, Dummy X		CI	MMN=Last Name,	4			
100006162	Canary, Black X		99	Missing MMN,	60			
100008598	Public, Jasmine X		99	Missing MMN,	1			
100038868	Data, Missing X		99	Missing MMN,	1			
100008457	Angeleno, Los		CN	Missing Initial,	4			
100032879	Shirt, Tee		JN	Missing Initial,	1			
100042308	Healing, Miracle		FO	Missing Initial,	1			
100000850	River, Big J		SL					
100001981	Service, Providing Q		PR					

This client probably has "Unknown" entered as his MMN.

The MMN field for this client contains '99' (most likely from a data conversion or import).

The MI field for this client is blank.

A blank indicates a good record!

13 records, generated 9/13/2013 11:20:28 AM
 Criteria: Service Line ID '9/30/2013'

Running the Fix-It Report

- Please look up the clients with error message using their ARIES ID.
- Try to resolve the error by looking in client's paper chart for the missing information or asking the client during the next visit.
- It may be helpful to add a Client Alert to these client records. This will remind staff to collect this missing information during the client's next appointment. You can create a Client Alert by going to the Agency Specific screen.

Questions & Answers

- Do you have any questions?
- **Additional Resources:**
 - The **Decision Tree for Middle Initial and Mother's Maiden Name** is posted in the Resources/Supporting Documentation section of www.projectaries.org.
 - The **ARIES User Manual** can be accessed by pressing the F1 button while in ARIES.
 - The ARIES Help Desk can be reached at **866-411-ARIES**.

Thank you!

- Thank for participating! We hope that this has been a productive use of your time.
- Together we can improved ARIES data quality!