

## eSAM Changes

### Changes to Geocoding and Address Validation Service

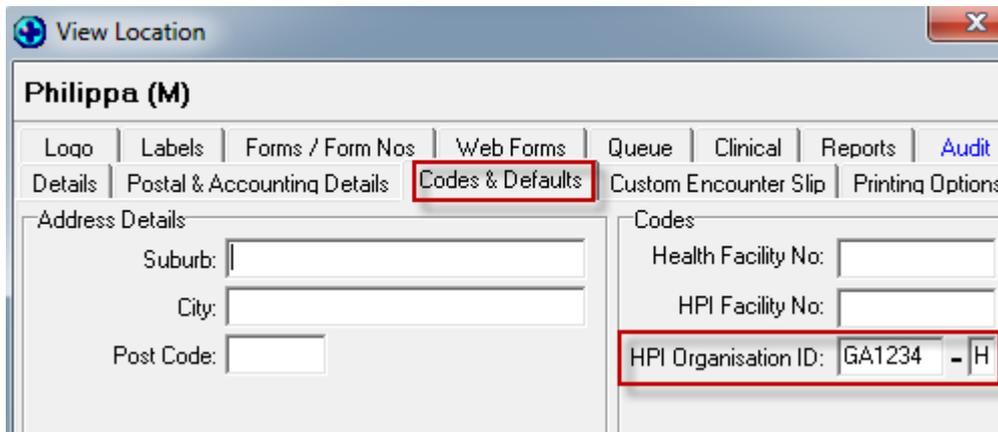
- eSAM is the Replacement for Geostan which expires 30.06.13
- Geostan is not removed by this update
- All existing Geocoding information stored in Medtech in the past will be valid and will not be removed
- **Geocoding of patients using eSAM is required for NEW patients or where changes are made to a patient's address**
- With eSAM, addresses can be validated and geocoded at the time they are entered

### Pre-requisite – Configuration of HPI Organisation Id

1. You need to ensure you have the eSAM update of Medtech installed (released 19<sup>th</sup> June)
2. In order to use eSAM, you need to request an HPI Organisation Code from the Ministry of Health - download and complete an Address Service Access Request form from this website:

<http://www.health.govt.nz/our-work/health-identity/addressing-and-geocoding/addressing-and-geocoding-information-health-providers>

3. When you have received your code enter it into Medtech as follows:
4. Setup > Location > Locations Settings > Codes & Default tab



The screenshot shows the 'View Location' window for 'Philippa (M)'. The 'Codes & Defaults' tab is selected and highlighted with a red box. The 'HPI Organisation ID' field is also highlighted with a red box and contains the value 'GA1234 - H'.

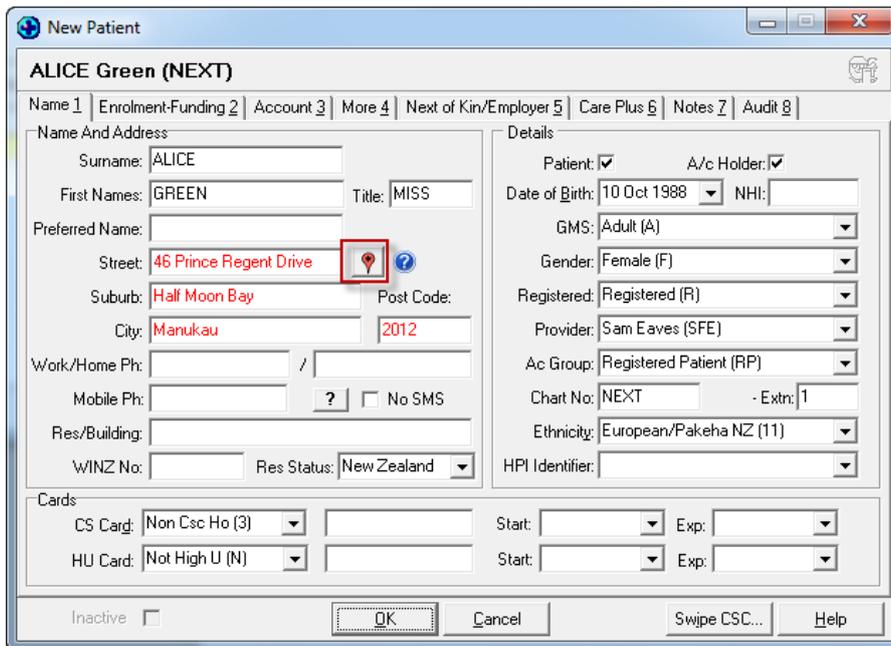
**Note** if you don't have this field it means you haven't yet done the eSAM update. Ask your Technician to install the eSAM update on Medtech website: <http://www.medtechglobal.com/nz/medtech-online-nz/mo-medtech32-nz/downloads.html> (released 19.06.13):

### Patient Register Screen Changes

There are changes within the Name tab and Enrolment Funding tab of the Patient Register.

A new icon is available next to the Street field - Find or Validate Address





- You have the option of using the Find or Validate Address Icon to enter a patients address directly (i.e. you don't need to enter the address information into the F3 first)
- If an address has been entered directly into the F3 screen that hasn't been validated it will display in red.
- Use the  Help button to display more information

## New eSAM Address Search Screen

After clicking the Find or Validate Address Icon the address Search Screen will be displayed.

There are four tabs:

1. Geocoding
2. Map
3. Notify MoH
4. Help

### 1. Geocoding Tab

The Geocoding tab has 3 sections

- 1.1 The Address Search – will be populated with the address from the F3 screen, OR you can enter an address here directly

Note that as you type a list of possible addresses will be displayed (up to 20)

The addresses displayed originate from a Ministry database.

- 1.2 Geocoding Information

Displays Meshblock, DHB, Deprivation Quintile etc.

## 1.3 Medtech32 Demographics Options

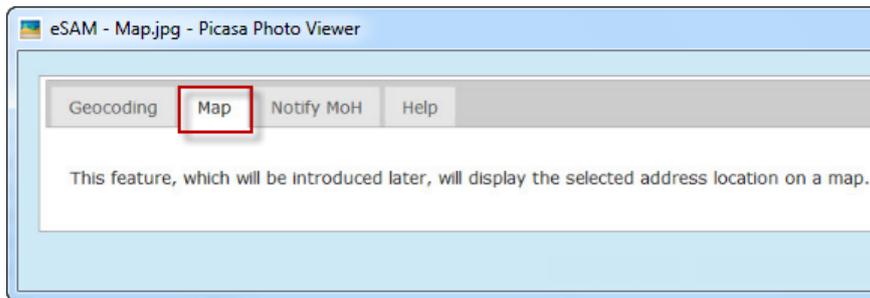
### Medtech32 Demographics Options

- Update Patient Register with the new Address selected above
- Update Family Members (*having the same address as that of the patient*) with the new Address selected above

- The second option cannot be selected unless you have selected the first option

## 2 Map Tab

The Map tab is currently not available and will be released at a later stage.

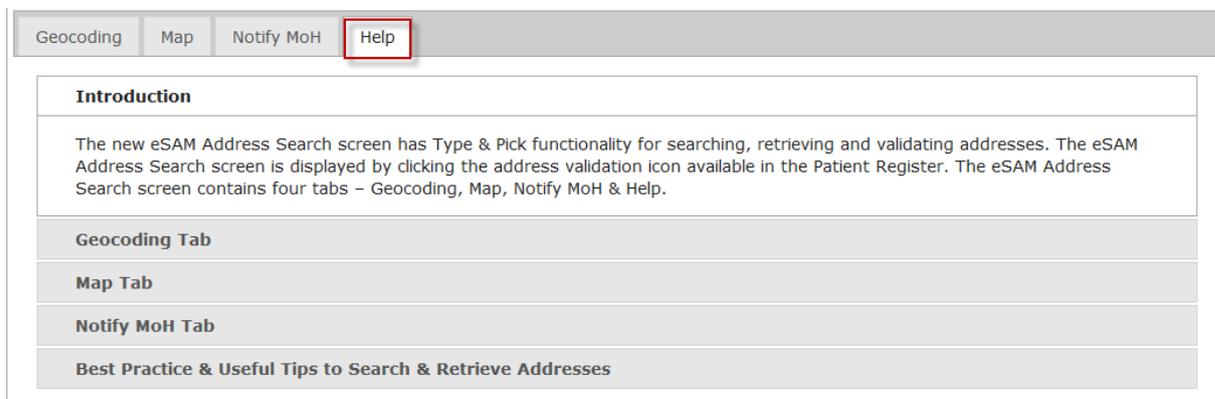


## 3 Notify MoH tab

The Notify MoH tab is currently not available and will be released at a later stage. It will be used to report occasions where a specific, valid address cannot be found. In the meantime, please refer any address issues to the Ministry's Contact Centre on 0800 505 125.

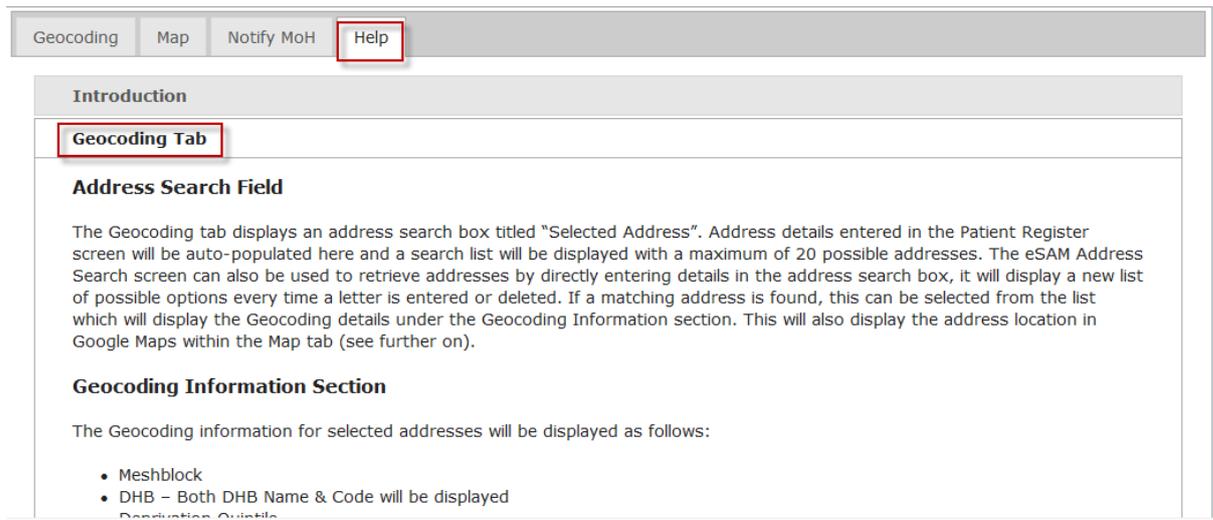


## 4 Help Tab



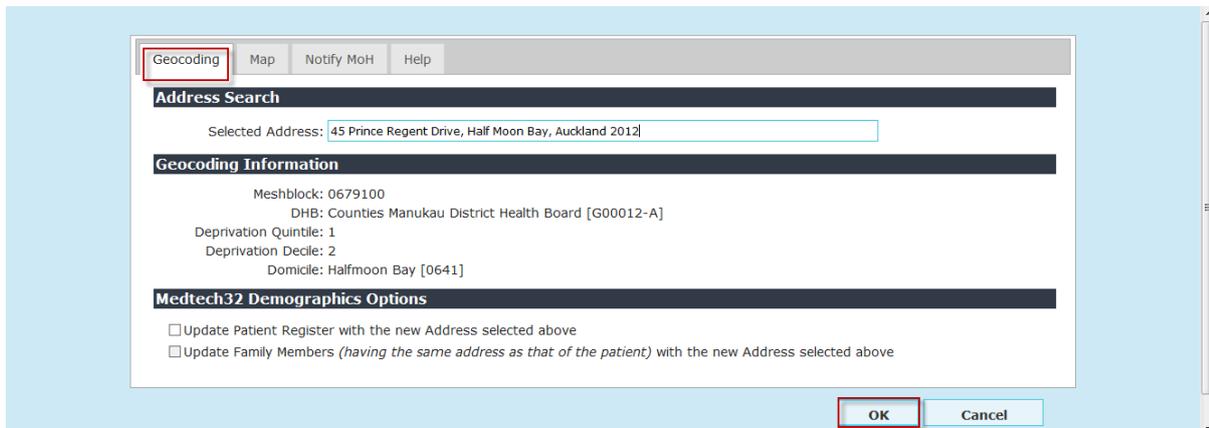
Click each heading to see the relevant Help topic.

For example click on the Geocoding Tab



## To Apply or Reject the Validated Address

1. Click on OK within the Geocoding screen to apply the validated address
2. Or Choose Cancel to reject



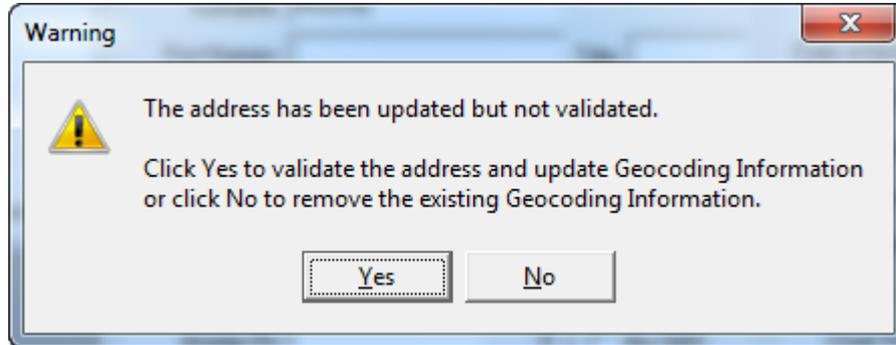
3. To Update the Patient Register with the new Address Click on OK within the F3 screen. Note that for new patients, the address will display in red letters until you click Ok – then it will display in black.

## Address Details Displayed in Red

If an address is displayed in red within the Patient Register, it means that the patient is registered, but no geocoding information has been selected for them. To correct click the Find or Validate Address icon, validate their address. Also remember to click ok within the Geocode screen and within the F3 screen as described above.

## .Updating an Existing Address in the Patient Register

If an address has been modified within the Patient Register without the geocoding being updated, then when you try to close the Patient Register or click OK the following message will be displayed



If you choose Yes – the eSAM address Search screen is opened

If you choose No: Existing geocoding information is removed and the Patient Register is closed.

**Note** – you are not able to access other modules in Medtech until you close the eSAM Address Search Screen

## Geocoding Information Display

Patient Register (F3) > Enrolment Funding Tab

If geocoding information is available for the patient, it will be displayed here. The older Geostan information remains valid in Medtech and will co-exist alongside the newer eSAM information.

## Domicile Code

Module > Patient Register > More Tab

The functionality for selecting Domicile Code on this screen has been removed. The Domicile code is now supplied by eSAM as part of the geocoding information.

The previous Domicile Code details are still available in the Query Builder.

## PHO Export/Import

The Address uncertainty code has been replaced by the Match score in eSAM.



## Guidelines for Searching Addresses in eSAM

### General Hints and Tips

**Avoid Entering Just the Street Number:** Just entering the street number will produce results, and may contain the address you are looking for, but you generally need to enter at least part of the street name to produce the correct address.

Note that addresses can be searched without a street number; however, the options listed for selection will have street numbers. Therefore, to be certain that the correct address is being selected, the street number should be known.

**Entry of Incorrect Street Number:** If an incorrect street number is entered (i.e. where the street does not have an address at that number), it will not produce the correct address to select. Similarly, if an incorrect street number is entered, but it exists as a valid address, care should be taken not to select it as the correct address.

**Entry of the Street Alpha:** When entering addresses with Street Alphas (the “A” in *5A Smith Street* is a Street Alpha), they should be entered immediately after the street number, with no space between them. For example, *5A Smith Street* and not *5 A Smith Street*.

**Flat/Unit/Apartment Number Notation:** Any flat/unit/apartment numbers should be entered before the street number e.g. *1/700 Great King Street* and not *700/1 Great King Street*. The number before the “/” is the flat/unit/apartment number and the number after the “/” is the street number. The “/” is the only separator to be used between the unit number and the street number, and spaces should not be added.

**Pre- and Post-Directionals:** A pre-directional is the “East” in *East Smith Street* and a post-directional is the “West” in *Smith Street West*. Other pre- and post directionals include *North*, *South*, *Upper* and *Lower*. For eSAM to find the directional it needs to be part of the official road name, and needs to be entered in the correct position. For instance, *St Aubyn Street East* is the name of a street in Hastings, which would not be found if *East St Aubyn Street* was entered.

**RAPID Numbers:** RAPID (Rural Address Property Identification) numbers should be treated the same as urban street numbers. There is no need to add “RAPID” before the street number.

**Rural Road Names:** Many rural roads are named after the two places joined by the road. For example, *Otautau Drummond Road* joins the two townships of Otautau and Drummond. When searching for these addresses there are a few common issues:

- Using an invalid separator, for example *Otautau/Drummond Road* or *Otautau-Drummond Road*.
- Getting the town names in the wrong order, for example *Drummond Otautau Road* instead of *Otautau Drummond Road*.

**Searching for State Highway Addresses:** Searching for State Highway addresses when the road has an alternative official road name will not produce any search results. If the State Highway address cannot be found:

- Use the official road name – it is often simply the combination of the two town names that the road connects.
- Enter “State Highway” in full, without any abbreviations, as eSAM may not recognise the abbreviation you are using.

**Use Abbreviations for Address Search:** If an address cannot be found, try entering just the first letter or two of each of the words in the address, for example:

- Attempting to find “32 *Warepore Street, Berhampore, Wellington*” will not produce any results, since the street is actually spelt “Waripori”. If the search is entered with abbreviations, e.g. “32 *Wa St, Be, We*”, the correct address of “32 *Waripori Street, Berhampore, Wellington*” is returned.
- “4 *J W P, Auckland*” returns three suggestions, namely “4 *James Walter Place, Mount Wellington, Auckland*”, “4 *John Webster Place, Glen Eden, Auckland*” and “4a *James Walter Place, Mount Wellington, Auckland*”.
- “169R *Mat R, Mount M*” returns “169R *Matapihi Road, Mount Maunganui*”.

These examples illustrate how this capability can be very useful when the exact spelling of an address is not known.

## Selecting the Correct Address from those Displayed

**Street Number not Entered, but Street is Valid:** The addresses that are displayed will include street numbers, and care should be taken to select the correct address.

**Duplicate Streets in the Same Region:** There are many several examples of the same street name in the same region. For example, there are several Queen Streets in the Auckland area and there are two Cuba Streets in the wider Wellington area. Please ensure that the correct address is selected.

**Duplicate Streets and Suburbs:** There are several examples of very similar street names and suburbs in different regions. For example:

- *Morningside Road, Morningside, Whangarei* and *Morningside Drive, Morningside, Auckland* could easily be confused and incorrectly selected.
- If you are looking for Princes Street in Dunedin, entering *Princes Street* will initially generate only Auckland addresses, but when entering *Princes Street, Dunedin*, addresses in Dunedin are displayed.

Please ensure that the correct address is selected.

## Other Reasons why an Address cannot be Found

**Exclusions:** The eSAM address search does not recognise organisation, building or farm names, so when entering an address, exclude these details.

**Punctuation:** The correct punctuation within a street name is important to finding the correct address. For example, eSAM will not find an address at *OConnor Drive* because it is missing the apostrophe between the O and the C. The correct string to be entered is *O'Connor Drive*.

**Spelling:** There are two common spelling issues:

- Adding a space in the middle of a location, for example *Pine Hill Crescent* instead of *Pinehill Crescent*, or incorrectly combining two words into one, for example *Tirakau Drive* instead of *Ti Rakau Drive* or *Beachhaven* instead of *Beach Haven*.
- Adding or omitting an “s” at the end of a name, for example *Robert Avenue* instead of *Roberts Avenue* or *Princes Street* instead of *Princess Street*.

**Common Abbreviations:** Many addresses have common abbreviations that are not recognised on eSAM, for example “Gt” is not recognised as an abbreviation for “Great”.

**Homophones (Misheard Street Names):** When you have been given an address verbally only, it is possible that the street name has been misheard, and therefore will be entered incorrectly. For example, the street *Warspite Avenue* could be heard as *Horse Bite Avenue*. Therefore, it is important that the address is clarified with the source.

**The Address may not exist in eSAM!** Despite the eSAM database provided by the Ministry of Health being very accurate and complete, there may be valid addresses that are not defined or defined incorrectly. These need to be reported to the Ministry of Health.