Health New Zealand
Te Whatu Ora

interRAI™
New Zealand

Correct process for adding a new client record to the interRAI software

Information Sheet

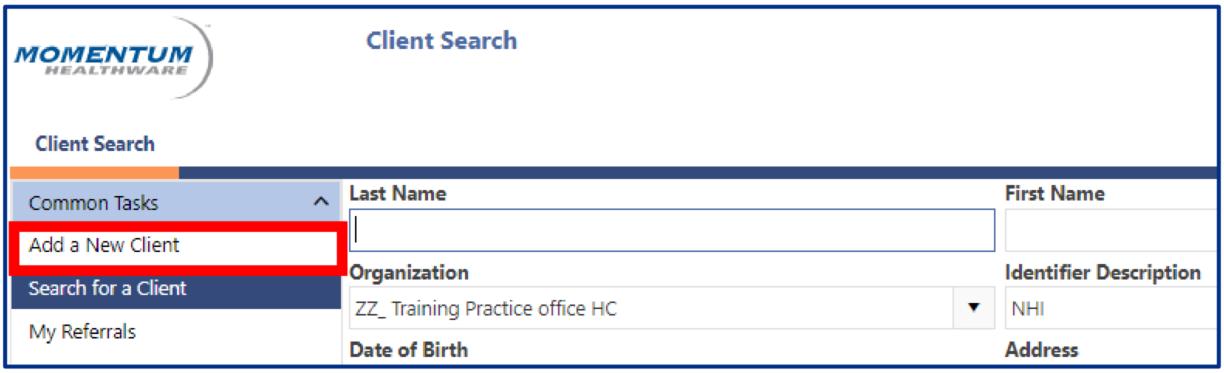
Read the following information to learn how to correctly add a new client record to the interRAI software.

Adding a client record using the correct process will avoid duplicate records being created and a disruption to data collection in the database.

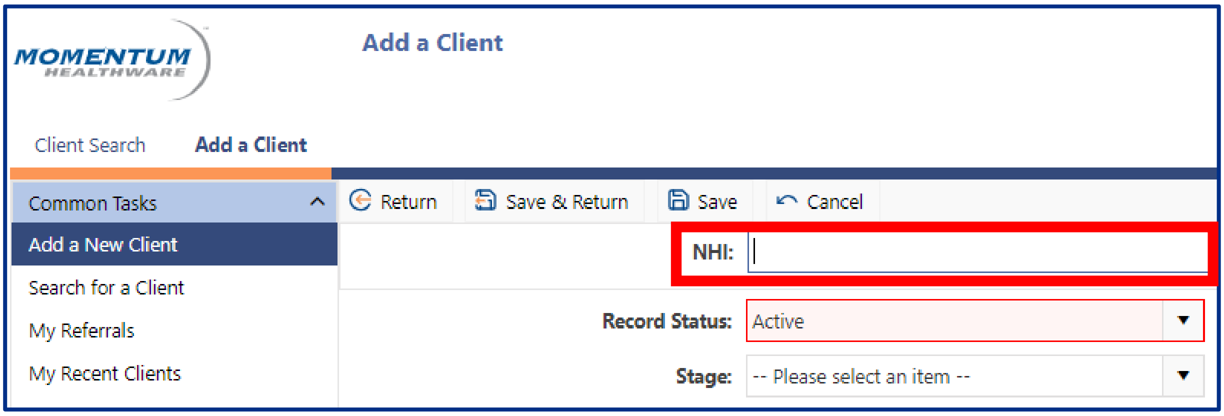
Before adding a new client, search for the client by National Health Index(NHI) number, ensuring the Record Status is set to “All”. If the client is not found, then follow the steps below to add the new client record.

How to add a new client record

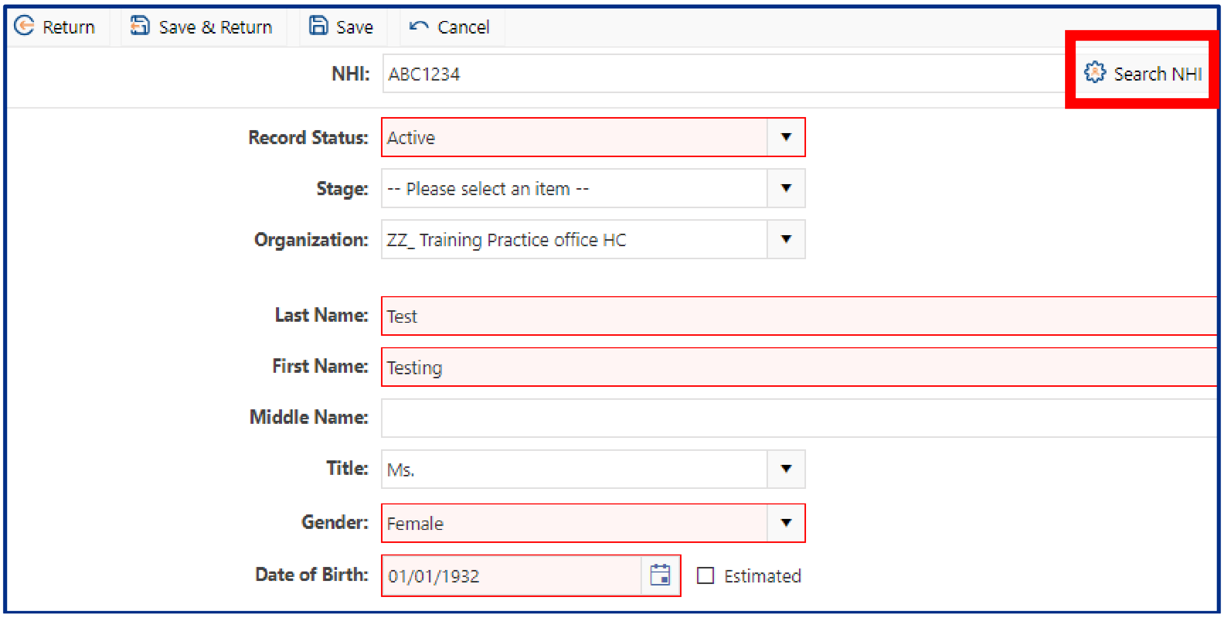
1. From the **Common Tasks** menu, click on **Add a New Client**



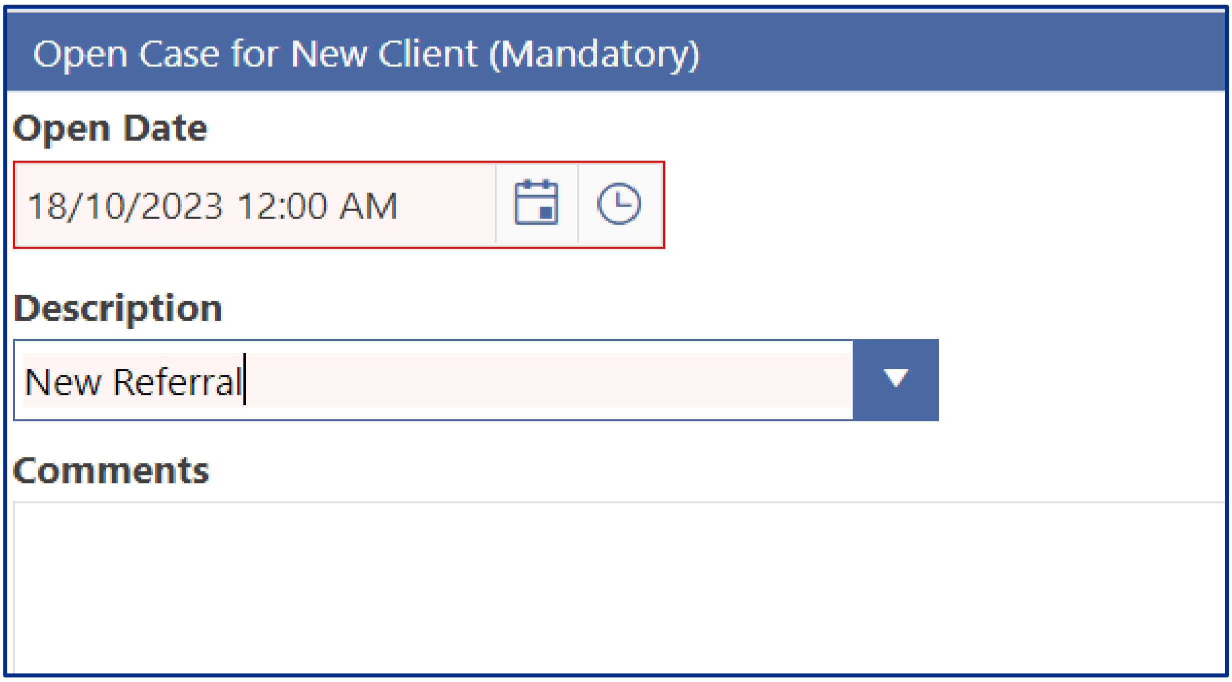
2. At the very top of the **Add a Client** screen, enter in the National Health Index (NHI) number and click on the **Seach NHI** button
Note: It is important to always use capital letters in this field



3. The Search NHI button will link to the New Zealand Ministry of Health database and insert the name and date of birth of the person you have searched on into the interRAI software



4. If the information is correct, you can scroll right to the end of the screen page to the Open Case for New Client (Mandatory) section



5. Add the **Open Date** and select the **Open Reason** from the drop-down list, then click on **Save & Return**

Important to note:

- The NHI search function will only accept NHI numbers (not names or dates of birth).

- Do not add a new client while you are in the **Check in/Check out** mobile software application.
- If the client record is already on the software, when you try to save your new record, the system will alert you with a 'duplicate NHI' error message as seen here.

Errors and Warnings:

NHI is a duplicate value but must be unique.

- If the client's NHI is incorrect and the Search NHI link cannot locate any client information, the system will alert you with an error message as seen below.

Errors and Warnings:

Received Acknowledgement Code of AR, error(s) of 'EM02002: NHI number supplied cannot be found',

What to do is an error message is displayed

1. Check the NHI you have entered and correct if it is wrong.
2. Contact your local Needs Assessment Service Coordination (NASC) centre to request the record is transferred to your organisation.
3. Contact the interRAI Service Desk (interRAI@tas.health.nz) if you are having difficulty adding a new client record and do not know what the problem is.

For information on how to search and add records for an ACC client, please see the following document: ACC Client Record Guide.