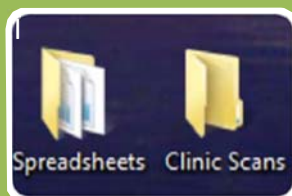


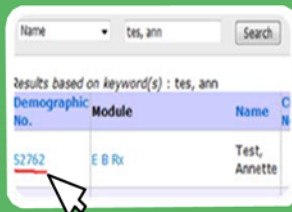
# UPLOADING DOCUMENTS via the MASTER RECORD

There are times when an ICHA patient may come to an appointment with documentation (i.e. refugee claimant document, records from previous care etc.) or have documentation created during an appointment with a provider (i.e. requisitions, ODSP forms etc.).



## Create a Clinic Scans Folder

- Add a "Clinic Scans" folder to your computer desktop
- Clear folder and empty recycle bin daily



## Find Client on OSCAR

- Login to OSCAR and open *Search*
- Open the client's *Master Record* by clicking on the client's *Demographic No.*



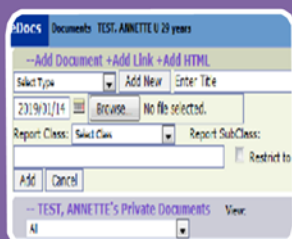
## The Master Record

- It is essential to our partnership that the information here is accurate and up to date including;
  - \* \* Caseworker contacts, phone numbers and OHIP/IFH/UCI information



## Add Documents

- Select *Add Documents* from the left-hand side (list of blue shortcuts - under *Resources*)
- Or, *Documents* to view items that have already been uploaded



## Upload Document

- Select Type (legal, letter, Patient Info etc.)
- Enter Title (i.e. Letter of Support Signed by Dr. Tam, Refugee Claimant Document etc.)
- Click *Browse*, select file from Clinic Scans folder and click *Add*

All items that have been faxed during on behalf of ICHA clinic activity, will need to be uploaded to a patient's chart. Reason being, if there are any discrepancies with the faxed document or transmission issues, ICHA's Virtual Office team will be able to support and rectify as needed. Once a document has been uploaded, you have three options:

- 1) Safely discard into locked, secure shred bin
- 2) Return to patient (if it's part of their personal record, ie. Refugee Claimant Document)
- 3) Provide to patient (printed lab requisition, referral) \*Stamp "Patient Copy"