

TITLE UKRAINE EVACUEE REGISTRATION PROCESS		
SPONSOR HIM DOMAIN LEAD, PATIENT IDENTIFICATION & ENCOUNTER MANAGEMENT	APPROVER HIM DOMAIN LEAD, PATIENT IDENTIFICATION & ENCOUNTER MANAGEMENT	APPROVAL DATE 2022-03-28

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Ukrainian Evacuee - Introduction

Alberta Health (AH) has initiated a program to facilitate the provision of health care services for Ukrainian evacuees. Ukrainian evacuees begin arriving in Alberta as early as March 28th, 2022 and will continue to arrive over the coming months. When evacuees arrive in Alberta they will be given the opportunity to apply for eligibility to the Alberta Health Care Insurance Program (AHCIP). Once AH has received and processed the request the person will be provided with a AHCIP health card containing their Provincial Health Number along with an expiry date of March 28, 2023. The cards will look the same as a regular AHCIP card but will have “For use in Alberta Only” at the bottom of the card. Ukrainian evacuees will not be billed for any health services received up to the expiry date of their coverage.

Ukrainian Evacuee Registration Process:

This process has been developed to help guide Registration staff on how to identify “Ukrainian Evacuees”, complete a registration and track each patient as they present to an AHS site.

The following process is to be used when patients present to an AHS facility, partner or subsidiaries and does reflect the process that may be used by a private Physician’s office or non-AHS facility such as private Diagnostic Imaging.

Please follow the Provincial Standards and Practices Standards when collecting patient information. Collection of some information may dependent on the legacy system in your zone.

A tracking document has been created to support communication between HIM Registration and Finance to ensure that patients are not billed for any visit they have. It is important to document each registration as it occurs as the tracking sheet will be shared with Finance on a daily basis.

**Note: The link below is only accessible to AHS physicians and staff with current credentials.*

- [Ukrainian Evacuee MRN Tracking Sheet](#)

Evacuee information must be captured in the spreadsheet and submitted by the supervisors daily.

**Note: The email address is to be used by AHS physicians and staff only.*

- HB Self Pay HB.SelfPay@albertahealthservices.ca
- PB Office PBOffice@albertahealthservices.ca

It is recognized that registrations with evacuees may be challenging as each patient will have their own experience. Please use your discretion when performing the registration interviews to ensure that you gather the appropriate information as outlined below, but if the patient is unable to provide the information, please make a note on the tracking sheet so that we may follow-up.

Patient Search:

It is important to follow the Provincial Registration Standards and Practices (PRSP) standard for patient search. A patient search is required prior to creating a new patient record in both the ADT system and Person Directory.

If the patient is not found, create the patient based on information provided to you by either the patient or their sponsor. If an interpreter is required please follow the guidelines for interpretive services.

Creation of ULI:

Most evacuees will require creation of a Unique Lifetime Identifier (ULI). Evacuees are not federally insured therefore need to be created in Person Directory as a “Visitor to Alberta” person. If a ULI does not already exist for the patient, please create a new ULI following the Person Directory guidelines for “Visitor to Alberta” persons.

Collection Of Demographic Information:

Patient Name:

- Collect the name provided to you by the patient, their family member or evacuee documentation that may be provided. This name will be recorded as their legal name. Evacuees may provide a preferred name, if your system allows add in the person’s preferred name. Please ensure the spelling of the person’s name is accurate.

Address:

Every evacuee must have an out of country address entered, do not leave the address field blank.

- Following the permanent “out of country” address standards enter the evacuee’s out of country address in the permanent address field. For systems that support the collection of how they arrived and their arrival date please collect that information as well.
- If they are unable provide their out of country address enter the following:
 - Address Line 1 = evacuee
 - Country Ukraine
- Collect a “temporary address” for the evacuee. This will most likely be the address of their sponsor and should reflect where the person will be residing while in Alberta, Canada.

Phone:

- Collect a contact phone number where the patient can be reached should any follow-up be required. This can be a phone number of the patient or family member or the contact number of their sponsor.

Email:

- If your system allows for the collection of an email address, Collect the email address provided by the patient or their family member as another option for communication.

PCP/Family Physician:

- If the patient does not yet have a primary care provider/family physician, enter the default for your legacy system for No Family Physician or Primary Care Provider.

Guarantor/Financially Responsible:

- If the patient is an adult the guarantor or financially responsible party will be “self”.
- If the patient is a minor, add the parent or sponsor as the guarantor or financially responsible party.

Coverage:

Each legacy system will have their specific values that will need to be entered, the following outlines what should happen for each system:

System	Non-Resident of Canada Process
Connect Care	<ul style="list-style-type: none"> • If the patient has been granted an AHCIP number this information will be visible in Connect Care under coverages. This is the coverage that should be associated with the Hospital Account (HAR) • In addition to the the AHCIP coverage, add in a secondary coverage of Self-Pay Non-Resident of Canada - Ukrainian Evacuee • If there is no AHCIP coverage then enter the Self-Pay Non-Resident of Canada - Ukrainian Evacuee as the primary coverage and associate that with the Hospital Account (HAR) <p>(can be searched by Self-Pay, Evacuee, Ukraine or Ukrainian)</p>
Clinibase	Follow the current legacy process for entering AHCIP or Non-Resident of Canada
Meditech	Follow the current legacy process for entering AHCIP or Non-Resident of Canada
VAX	Follow the current legacy process for entering AHCIP or Non-Resident of Canada
Axon	Follow the current legacy process for entering AHCIP or Non-Resident of Canada

Patient Financial Agreement

A Patient Financial Agreement form is not required for Ukrainian evacuees.

Resources

The following resource is available on [Insite](#) and is only accessible by AHS physicians and employees with current credentials.

- [Provincial Registration Standards and Practices](#)

- [Ukrainian Evacuee MRN Tracking Sheet](#)

The following resource is available on [AHS.ca](#) and is for use by any healthcare facility to complete patient registration.

- [Provincial Registration Standards and Practices](#)