

Cerner Flash

03/07/2022

Errors Generated in Narxcare / eRx Verify Patient Demographics- RevCycle Clinics

This is intended for all McLaren Health Care Patient Access RevCycle (CPM) users. When registering patients, registrars should be verifying the demographics and ensuring the correct information is on file. Please ensure that all fields for the phone number and address, including the state and zip codes are populated correctly.

The following are some examples of incorrect demographics that have caused issues:

Incorrect Phone Number Examples

Phone Numbers		Phone Numbers	
Type	PHONE	Type	PHONE
Home	(810)475-3008	Home	(010)300-0040
Home	(084)171-02X0	Home	(030)880-49X0
MOBILE	(010)300-0040	MOBILE	(010)300-0040

Incorrect State Examples

Addresses		Addresses		Addresses	
Type	ADDRESS	Type	ADDRESS	Type	ADDRESS
Home	2171 I LAPEER, MT 48446	Home	1890 LAPEER, MI 48446	Home	1716 LAPEER, NC 48446
E-mail	PT DECLINED	E-mail	JDRABURN@CHARTER.NET	E-mail	TESSAHUNTER1523@GMAIL.COM
Temporary	2171 LAPEER, MI 48446	Temporary	1890 LAPEER, KY 48446	Temporary	1716 LAPEER, NC 48446

We are experiencing issues / errors with eRx and Narxcare when patient's address or phone number appear as if they are out of country codes. If a phone or home address associated to the patient is non-US (i.e. country code for phone number begins with 0), it generates an error for the provider when attempting to eprescribe or on the Narxcare MPage.

Again, please ensure that all patient information is correct before completing the registration. These demographic issues result in many different issues downstream.