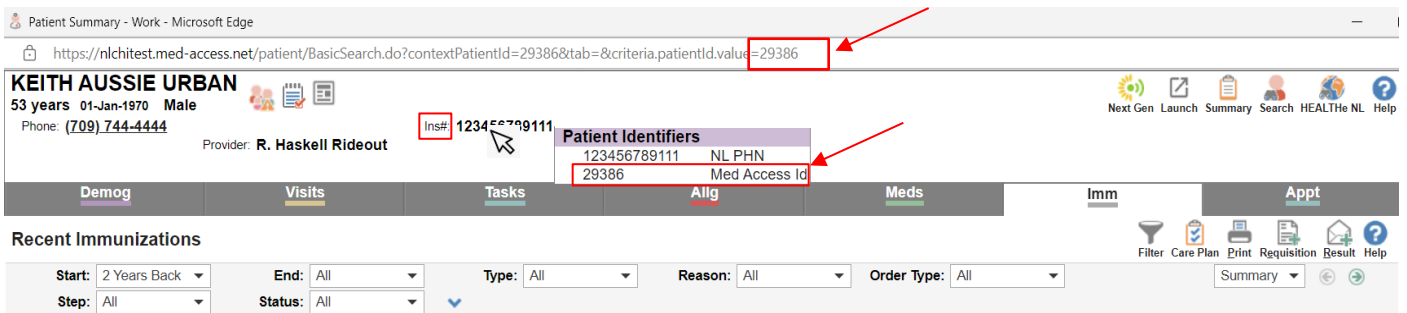## Medaccess ID

Medaccess ID is a unique number assigned to an EMR client chart in the RHA in which it was created. It is not, however, unique across EMR instances, meaning the same Medaccess ID could appear in an EMR instance in a different region for a different client. Therefore, it is important when asking for assistance to indicate the RHA of the client.

If requesting support for an issue with a client chart or immunization, use the **Medaccess ID** to identify the client. Do <u>NOT</u> use personal identifiable information like client name or MCP number.

To locate the Medaccess ID within the client chart, *hover* the cursor over the insurer number (Ins#) of the client (e.g. MCP). This will display multiple patient identifiers, Medaccess ID being one of them.

Alternately, you can locate the Medaccess ID in the URL address when in the client chart.

If you are contacting support staff, please include the following information:

1. Medaccess ID of client
2. RHA
3. Brief description of the issue

The client search parameters in EMR include Medaccess ID, therefore, additional client information is not necessary.