

Subject: Documentation of Client Names in NCIR

Effective date: October 1, 2010

Policy:

It is critical that client names in the NCIR be entered in a consistent manner. The following guidelines explain the management of various client name related situations that may occur:

1. Last names cannot exceed 35 characters but must be three characters or longer. The Vital Records data exchange may provide shorter names.
2. If names are provided which are fewer than three characters, spaces must be added after the name to make the name three characters.
3. Historically, first or last names of "Male" or "Female" have not been allowed. Providers should call the NCIR Help Desk when the patient has a name which includes "Male" or "Female" and ask the vendor to put the name in.
4. The NCIR accepts the following characters from the Vital Record interface:
 - First and middle names: a-z, A-Z, single quote, hyphen, and space; and
 - Last name: a-z, A-Z, single quote, hyphen, space, or period.
5. The name listed on the client's birth certificate is the legal name and this is the name that should always be used in NCIR. In the event that the provider believes that a name uploaded from the Vital Records interface is incorrect, a name may be corrected only by the NCIR system manager in the central office NCIR unit. The provider must first verify the client's name by one of the following forms of legal documentation:
 - Social Security card
 - US passport
 - State issued non-driver identification
 - Official adoption papers
6. See procedure "Modifying Client Records in NCIR Due to Client Adoption" for information on handling this situation.



Approved by

5/18/11

Date

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