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To update an address on Rio, you should access via the Demographics screen. This screen holds the information completed during the Rio Registration of the Client and contains many mandatory fields.

Updating Primary Home Address

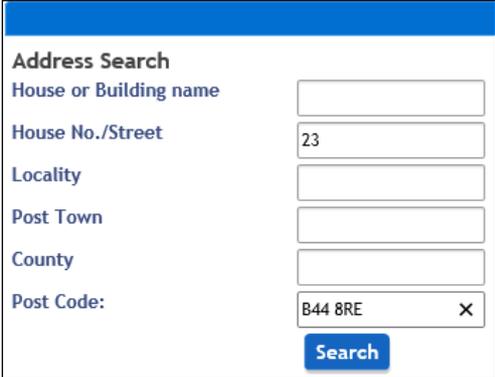
- Click **Menu**
- Click **Quick menu**
- Click **Demographic Details**
- Search for Client

The **Demographic Details** screen will display.

- Scroll to locate the Client's **Current Address**
- Click  (located to the right)

The **Address Search** screen displays.

- Click **New Search**
- Enter **House No./Street**
- Enter **Post Code**
- Click **Search**



Address Search	
House or Building name	<input type="text"/>
House No./Street	<input type="text" value="23"/>
Locality	<input type="text"/>
Post Town	<input type="text"/>
County	<input type="text"/>
Post Code:	<input type="text" value="B44 8RE"/> <input type="button" value="x"/>
<input type="button" value="Search"/>	

The full address should display in the **Address Preview** (located on the right) check the information is correct.

- Click **Accept Address**

The address is now visible on the Demographic Details screen. When updating an address you must enter the **Address From Date** as this retains the history of the address change.

Updating Addresses



The **Address From Date** field is located below the Client's Current Address

- Enter the **Address From Date**
- Click **Save**

Client's Current Address	<input type="text"/>
	23 Birdbrook Road
	<input type="text"/>
	BIRMINGHAM
	West Midlands
Postcode	B44 8RE
CCG of Client Address	NHS BIRMINGHAM AND SOLIHULL CCG
Address From Date	7 May 1985 <input type="button" value="X"/> <input type="button" value="Calendar"/>

Other Address Types

You may need to record a different type of address e.g., Temporary/Secure Addresses. This can be done on the **Demographic Details** screen via the **Addresses** hyperlink.

- Click **Addresses** (located at the bottom of the screen).

Here you can see the current address for the Client.

- Click **Add Address**

The **Client Addresses** screen displays

- Click **New Search**
- Enter **House No./Street**
- Enter **Post Code**
- Click **Search**

The full address should display in the **Address Preview** (located on the right) check the information is correct.

- Click **Accept Address**
- Enter the **Address From Date**
- Click **Save**

Both addresses will display in the Client Addresses screen but only the Primary Address lists on the Client's View in the Demographics Pane.

Demographics	
COVID - 19 Status	No status recorded
Full Name	Jp TEST
ClientID	2454836
Date Of Birth	15 Nov 1975 (45 year(s) old)
Gender	F
Full Address	23 Birdbrook Road, Birmingham, West Midlands
PostCode	B44 8RE

Any letters generated via Rio will automatically enter the Primary address recorded, unless the Client has a Correspondence Address saved in their record.

A Correspondence Address will take precedence over the Primary address for letters but will not display in the Demographics pane of the Clinical Portal.



Unknown Address Type

The Post Code field is mandatory and therefore is required in the Demographic Details when registering a Client or recording a Personal Contact. However, there may be times when the address/postcode is not known.

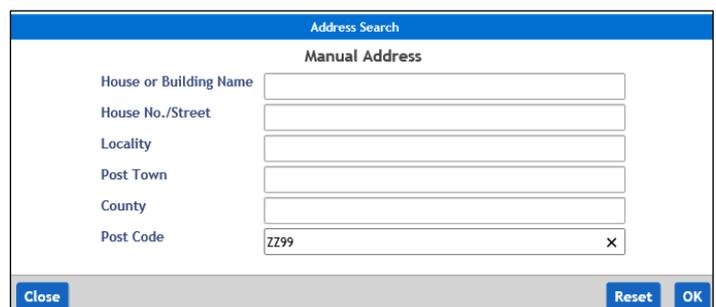
- Click  (located to the right)

The **Address Search** screen displays.

- Click **New Search**
- Click **Enter Manually**

The **Address Search** Manual Address window will open

- Click **Post Code**
- Type **ZZ99**
- Click **OK**



For Homeless Clients

- Enter the word '**Homeless**' in the top **House or Building Name** field
- Enter **ZZ99** in the **Post Code** field
- Click **OK**

The **Address Preview** screen displays

- Click **Accept Address**
- Enter the **Address From Date**
- Click **Save**

