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Overview

To update an address on Rio, you will need to access the **Demographic Details** 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.

- Click **Edit this Client** (bottom of the screen)

Scroll to locate the Client's **Current Address**

- Click **Change** (located to the right)
- Enter **Post Code or 1st Line of Address** in the Enter postcode or address field
- **Select** address from dropdown

Client's Current Address	19 BIRDBROOK ROAD	Change
	BIRMINGHAM	
	Postcode	
	B44 8RE	
CCG of Client Address	NHS STAFFORDSHIRE AND ST	
Address From Date	7 March 2023	

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.

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

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



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 all the address recorded for the Client.

- Click **Edit this Client** (bottom of screen)
- Click **Add Address**
- **Address Type**: select as required
- Enter **Postcode or 1st Line of Address** into the **Address** field
- Select **Address** from Dropdown

The full address should display

- Enter the **Address From Date**
- Enter the **Accommodation Type** if required
- 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	
<u>COVID - 19 Status</u>	No status recorded
<u>Full Name</u>	Jp TEST
<u>ClientID</u>	2454836
<u>Date Of Birth</u>	15 Nov 1975 (45 year(s) old)
<u>Gender</u>	F
<u>Full Address</u>	23 Birdbrook Road, Birmingham, West Midlands
<u>PostCode</u>	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 **Edit this Client** (bottom of the screen)

Locate the Address fields

- Click **Change** (located to the right)
- Click **Manual Entry** (located to the right)

The **Manual Address Entry** fields will display

- Click **Clear** (located to the right)
- Enter the words '**Not Known**' in **House or Building Name Field** (optional as this will pull through once saved)
- Enter **ZZ99** in the **Post Code Field**
- Enter the **Address From Date**
- Click **Save**

Client's Current Address	Manual Address Entry	Clear
	<input type="text" value="Not known"/>	
	<input type="text" value="House Number/Street"/>	
	<input type="text" value="Locality"/>	
	<input type="text" value="Post Town"/>	
	<input type="text" value="County"/>	
	<input type="text" value="Postcode"/>	
	<input type="text" value="zz99"/>	Back to Address Search

Homeless Clients

- Click **Change** (located to the right)
- Click **Manual Entry** (located to the right)
- Click **Clear** (located to the right)
- Enter the word '**Homeless**' in the **House or Building Name** field
- Enter **ZZ99** in the **Post Code** field
- Enter the **Address From Date**
- Click **Save**