Updating Addresses



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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



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



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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	
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.



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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.

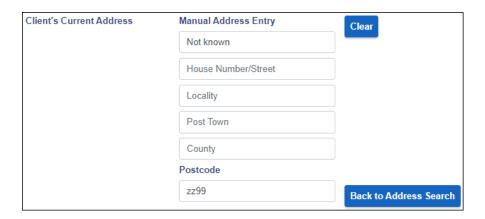
Click Edit this Client (bottom of the screen)

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



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

