Updating Addresses

Contents

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**
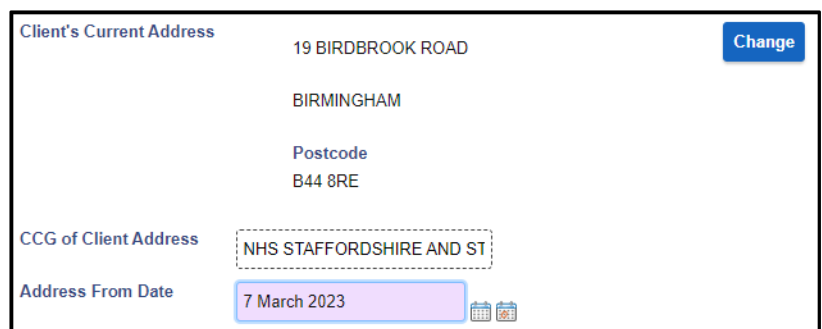
- Click **Demographic Details**

- Search for Client

The **Demographic Details** screen will display.

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

Looking at the Local Data on the left-hand side,

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

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

- Enter the **Post Code or 1ˢᵗ Line of Address** in the Enter postcode or address field

- **Select** the correct 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.

The Address From Date is the date the Client moved into the address. When updating an address, you must enter the **Address From Date** to retain the history of the address change.

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

- Enter the **Address From Date**

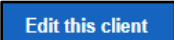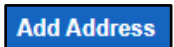- Click **Save to local and national**

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 the **Postcode or 1st Line of Address** into the **Address** field
- Select the correct address from Dropdown

The full address should display

- Enter the **Address From Date**
- Enter the **Accommodation Type** if required
- Click **Save to local and national**

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

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.

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

Unknown Address Type

The Address field is mandatory and will display in a purple colour. It 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.

From the Demographic Details screen

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

Looking at the Local Data on the left-hand side

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 to local and national**

Homeless Clients

From the Demographic Details screen

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

Looking at the Local Data on the left-hand side

Locate the Address fields

- 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 to local and national**