



Searching for a Client

1. Enter client last name and date of birth in the Client Launchpad on the right-hand side and click Search

Client Launchpad
CRN Search Calls & Walk-ins My Resources

Smith

DOB (MM/DD/YYYY) *
02/28/1972

Phone/email

Yes, I am authorized to access data in performing tasks related to Care Coordination for prospective CRN Clients

Search Cancel

2. If client is already in CRN they will appear in the Potential Matches in CRN.

| CRN ID | QH/VE ID | FY/CL/Last Name | Date of Birth | Zip Code | Phone Number | Email | Street Address |
|---------|------------|-----------------|---------------|----------|--------------|-------|-----------------|
| 0717871 | 0000000000 | GOODFORD HOME | 01-01-1981 | 01063 | 978-277-8475 | | 764 HOBBS COURT |

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Not about? See More Matches

From here you can go directly to the Resource Directory by clicking “Find Services” or “Go To Case Record” if you want to access the clients profile.

3. If no client exists, or the matching client is not the one you are looking for click on “See More Matches”, to search Quality Health Network to see if client is in the Health Information Exchange database.

If no results are found in the HIE, You will receive a blank return. At this time double check the last name and date of birth. If everything looks correct you can select “Create New Client”.

Matching Results for: Terms: 01-01-1901 Search Again

Potential Matches in CRN

Additional Results

No record found

If this is still not the client you're looking for:

Create New Client Back

If potential matches are found in the HIE you can click on “Display Results” to see if you client match.

Additional Results

Last name DOB

Home 01/01/1901

4 Matching Records Found

There are multiple matches for this Last Name and DOB. To protect PHI, please select from the following fields to further identify this particular client:

| Street Address | Contact Info |
|----------------------|--------------|
| 1984 K [REDACTED] | *****1500 |
| 2600 P [REDACTED] | *****3370 |
| 3131 EL [REDACTED] | *****0030 |
| 744 HOBBS [REDACTED] | NONE |

Display Results Back

You will receive a list of potential clients. If the client you are searching for is listed, click on “Create CRN Case or “Find Services”. If the match is not the client you are looking for, click on “Create New Client”.

Matching Results for: Home 01-01-1901 Search Again

Potential Matches in CRN

Additional Results

| QHN HE ID | First/Last Name | Date of Birth | Zip Code | Phone Number | Street Address | Actions |
|------------|------------------|---------------|----------|--------------|----------------|--|
| 2000048812 | Lumber Camp Home | 01-01-1901 | 80302 | *****2030 | 2600 Pj***** | Create CRN Case Find Services |
| 2000048629 | Mastered Home | 01-01-1901 | 81506 | *****1500 | 744 Hc***** | Create CRN Case Find Services |
| 2000099329 | Masters Home | 01-01-1901 | 81501 | *****3370 | 1984 E 8*** | Create CRN Case Find Services |
| 2000099245 | test Home | 01-01-1901 | 98121 | | 3131 E***** | Create CRN Case Find Services |

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If this is still not the client you're looking for:

[Create New Client](#)
[Back](#)

4. Fill in all required (and other info you have available) for the client. There will be 3 choices to choose from:
 - a. Discuss CRN Team Approach – Use this option if the client is with you and you are able to discuss consent, or if you have already discussed consent with the client
 - b. Find Services – Use this option to go directly to searching for services for the client
 - c. Create Case Record – Use this option to create the case record when there is no other interaction with the client at this time.