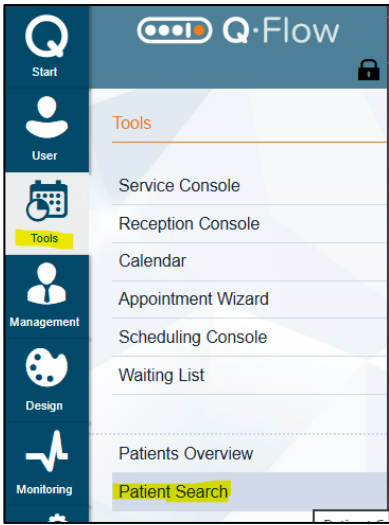
 Saskatchewan Health Authority	Title: Viewing and Updating Patient Demographics Role performing Activity: Clinic or SaskBooking	
<h1>WORK STANDARD</h1>	Location: Saskatchewan Health Authority	Department/Unit: Areas that utilize the Patient Booking System
	Document Owner: Digital Health – Patient Booking System	Date Prepared: 14-Apr-2021
	Last Revision: 18-Sept-2025	Date Approved: 15-Apr-2021
	Related Policies/Documentation	

Work Standard Summary:

View and update patient demographics in Q-Flow via [Patient Search](#) or the [Calendar](#).

Essential Tasks:	
Patient Search	
1.	Log into Q-Flow.
2.	Hover over the main panel in Q-Flow to select Tools , then click Patient Search . 
3.	Search Criteria search options: <ul style="list-style-type: none"> • <u>Personal ID</u> - Enter the Personal ID (usually HSN), select an ID Type (defaults to SK Health Service Number), click Search.

Essential Tasks:

The screenshot shows a search interface with two main sections: "Search Criteria" and "Search Results".

Search Criteria:

- Search by ID:**
 - Personal ID: 505050505
 - ID Type: SK Health Services (dropdown menu)
 - Search button

Search Results:

	Personal ID	First, Last Name
😊	505050505	Jack Fish

-
- For other ID types, click the dropdown arrow and change it to the appropriate ID type:

This screenshot shows the "ID Type" dropdown menu expanded. The "Personal ID" field contains "505050505". The dropdown menu lists several options:

- SK Health Services (selected)
- AB Health Services Number
- BC Health Services Number
- Canadian Armed Forces Number
- Department of Indian Affairs and North
- Federal Penitentiary

Below the dropdown, there is a "Search by Last a" label and a search button.

- **Name** - Enter Last Name and/or First Name, or a partial of either name. Click **Search**.

The screenshot shows the search interface with the "Search by Last and First Name" section active.

Search by ID:

- Personal ID: (empty)
- ID Type: (dropdown menu)
- Search button

Search by Last and First Name:

- Last Name: fish
- First Name: jack
- Search button

Search Results:

	Personal ID	First, Last Name
😊	505050505	Jack Fish

-
- Note: Due to a large volume of records, enter enough characters to ensure adequate search results. If the search was too vague, enter more characters and search again.
- **Date of Birth** - Enter the Date of Birth in the MM/DD/YYYY format in the Date of Birth field. Click **Search**.

Essential Tasks:

ID Type

Search by Last and First Name

Last Name

First Name

Search by DOB

Date of Birth

	Personal ID	First, Last Name
😊	505050505	Jack Fish

4. Select the correct record and click on the blue Personal ID number in Search Results to navigate to the patient record.

Search Results

	Personal ID	First, Last Name
😊	505050505	Jack Fish

- View or update demographic details as needed.
 - E.g. Fix a typo in the Personal ID or name, add or remove an Email or Tel Number, change the Notifications Consent, etc.
 - Click on **Save** on the top far-right side of the page.

Jack Fish

Details | Attachments | Cases | Groups | Needs

Personal ID

ID Type

First Name

Last Name

External Reference

Patient Level

Email

Tel. Number 1

Tel. Number 2

Language

Date of Birth

Gender

Notes

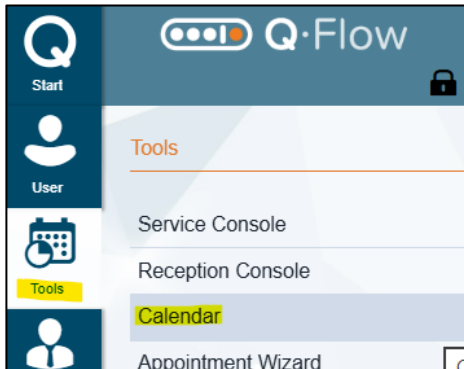
Notifications Consent

Essential Tasks:

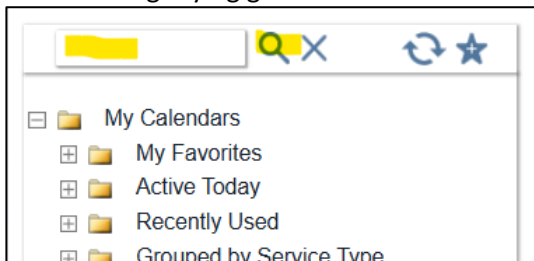
Calendar

1. Log into Q-Flow.

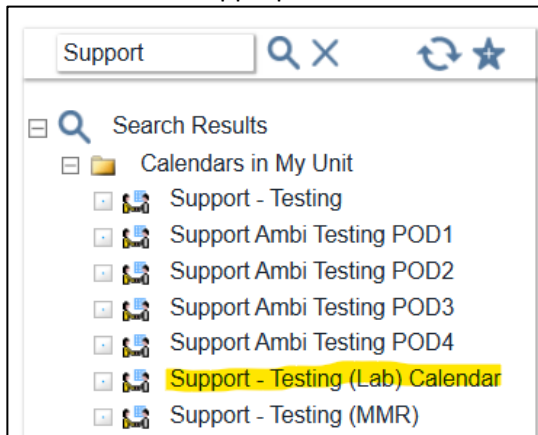
2. Hover over the main panel in Q-Flow to select **Tools**, then click **Calendar**.



3. Below the calendar widget, navigate to the search field and type in the name of the town or clinic and click the magnifying glass icon.



- Click on the name of the appropriate calendar.



- Click on the date of the patient appointment in the calendar widget.

Essential Tasks:

Aug	September 2025						Oct
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
31	1	2	3	4	5	6	
7	8	9	10	11	12	13	
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	1	2	3	4	

4. View calendar options:

- **List View** – Click on the patient’s name.

Support - Testing (Lab) Calendar | Thursday, September 18, 2025

Day | **List** | Remaining | Next Hour | Waiting | Canceled | Direct Admit

Working Hours: 7:30 AM-3:00 PM

From	To	Details
7:30 AM	2:00 PM	no time slots were s
2:00 PM	2:10 PM	0 Jack Fish (505050505)
2:10 PM	2:20 PM	0 John Cat (202020202) View patient record
2:20 PM	2:30 PM	0 Jane Bird (707070707)

- **Day View** - Click on the patient name to select, then click the pop-up to **View patient record**.

Support - Testing (Lab) Calendar | Thursday, September 18, 2025

Day | List | Remaining | Next Hour | Waiting | Canceled | Direct Admit

1:00 PM

2:00 PM

0 Jack Fish (505050505) Lab Pediatric

0 John Cat (202020202) Lab Adult

0 Jane Bird (707070707) Lab Adult

30 min.

View appointment details

Enqueue

View patient record

Close

Essential Tasks:

5.

View or update demographic details as needed.

- E.g. Fix a typo in the Personal ID or name, add or remove an Email or Tel Number, change the Notifications Consent, etc.
- Click on **Save** on the top far-right side of the page.

The screenshot shows a web interface for a patient named Jack Fish. At the top right, there are buttons for 'Save', 'Delete', and 'New' with a red star icon. Below these is a navigation bar with tabs for 'Details', 'Attachments', 'Cases', 'Groups', and 'Needs'. The 'Details' tab is active. The form contains the following fields:

Personal ID	505050505
ID Type	SK Health Services Number
First Name	Jack
Last Name	Fish
External Reference	
Patient Level	
Email	
Tel. Number 1	555-555-5555
Tel. Number 2	
Language	
Date of Birth	7/11/2018
Gender	Unknown
Notes	
Notifications Consent	Allow