



COUNTY OF SANTA CLARA
Behavioral Health Services

PCE – UNABLE TO MAP CLIENTS

09/08/2022

UNABLE TO MAP CLIENTS

If a client is unable to be mapped, but is in county's myAvatar/PCNX, review that the following information matches exactly in county's myAvatar/PCNX and the CCP's EHR's system:

First Name

Last Name

Sex

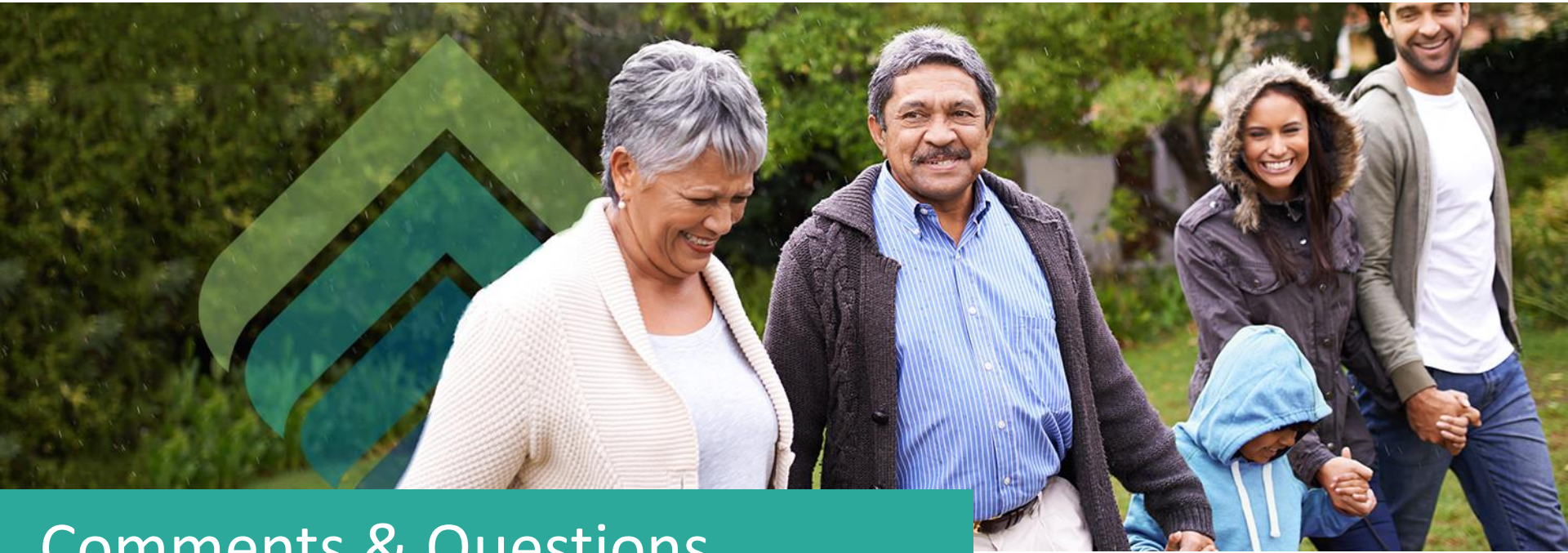
DOB

SSN

*Verify that the middle name is in the Middle Name field and not the First Name field.

UNABLE TO MAP CLIENTS

If the information matches exactly in both systems, please fill out the “*Unable to Map Clients Template 08/08/22*” and email the EHR team at BHSD_EHR_info@hhs.sccgov.org.



Comments & Questions