



PRINT A CERTIFICATION

1. Print the Certification

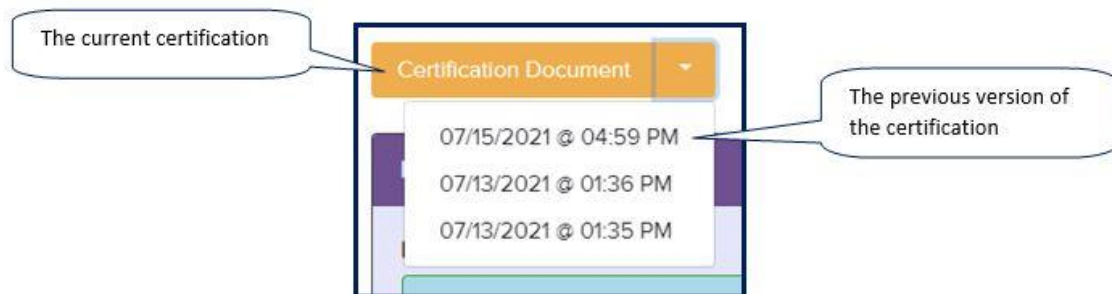
Once the certification is successfully submitted, the system will automatically open a printable certification form (in .pdf format). Depending on the browser, you may need to take different steps to print the certification.



Make sure you print the entire document and not the first page only. The pages that follow the certification document provide important instructions to the patient on how to register.

To print or re-print any given certification, return to the home page and search for the certification. Click on the row with the identified certification. Click on the “Certification Document” button.

Tip: Clicking on the “Certification Document” button itself (not a dropdown) will print the most recent certification. The previous versions will be displayed in the drop-down menu. To clarify, if you click on the first date in the dropdown menu, you will open a printable form of the certification that was issued prior to the current version.



2. Check the Printed Certification for Errors

If you find an error on the certification or realized you need to make changes, do NOT create a new certification. You can edit most fields as long as the patient did not register on the certification. Return to the home page, navigate to the certification in question and select the “Edit” button. Edit the certification as needed.

If the patient did register on the certification, select the “Edit” button and check what fields are editable. If the fields are read-only, instruct the patient to request a new card.

There are only 2 scenarios that require a new certification when a patient’s registration is in progress: error in DOB or Capable of Consent selection (see Exceptions below).

Exception

The “DOB” field or the “Capable of Consent” selection cannot be edited after the patient registration has been initiated. The patient (also) cannot formally request this change. If a patient’s date of birth or a “Capable of Consent” selection is incorrect on an existing certification, you must issue a brand-new certification. Please remember to cancel the certification that contains an error.

The patient must register on a new certification.