



Ask Ken!

ELECTRONIC SUBMISSION OF DATA & CVRS



Q. Can I create two Cases for the same client in the WebMCH program?

A. Creating a “Case” in WebMCH is comparable to opening a chart in a “paper” system. One would not create a new chart for each client visit. Subsequent MCH visits are recorded into the client’s existing chart. (i.e. WebMCH Case) The WebMCH system has been modified to alert agency staff when they are trying to open a new Case for a client who is already in the WebMCH system in your county.

When you do a WebMCH Search for a client and try to create a New Case on the Patient(s) found screen, this Message from the webpage will appear:

The following Patients are already enrolled in an open program.

[Patient last name], [Patient first name]
([identification number])

Click OK to go ahead and add them or Cancel to edit your entries.

This tells you that a Case for this client has already been created in your county. In order to continue from this point, click Cancel; then click on MCH Search; then click the ADD INTERVENTION button to record a subsequent visit.

The only time that you will create a new Case is if the client was seen in another county and has never had a visit at your site.

Q. When do I close a Case?

A. Cases are closed when the client is deceased. Closing a Case prematurely would allow staff to inadvertently create a second Case for a client which could impact continuity of care.