HOW TO:
Find Clients Using TC_ID

INTRODUCTION:

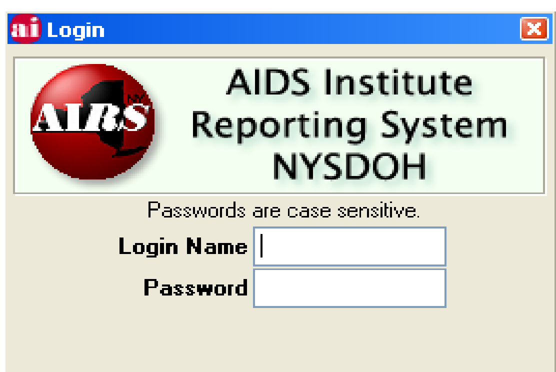
Client information can be retrieved by Name, agency-assigned Client ID #, DOB, SSN, Insurance Number, Case #, or by the internal AIRS codes for TC_ID and CLIENT_ID.

Periodically, data quality checks are run against data that your agency submits each month to the AIDS Institute. AIDS Institute personnel may ask you to correct missing or inconsistent data. Since there are no names included in the AIDS Institute's dataset, the internal client code, TC_ID, will be provided to you so you can look up clients in AIRS to update or add information. This document shows you how to retrieve a client by their TC_ID.

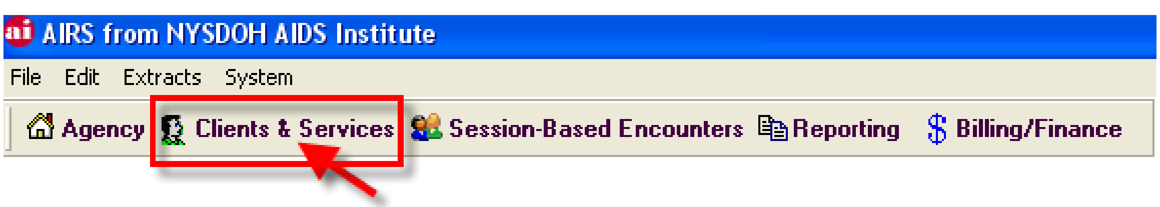
- TC_ID is one of the internal codes associated with all clients in AIRS.
- TC_ID is a 10 character field that contains CAPITAL letters and numbers.
- Searching is **case sensitive** so you must enter the TC_ID with upper case letters.
- Once you've been given the TC_ID, the following steps allow you to find the client using their TC_ID.

STEPS:

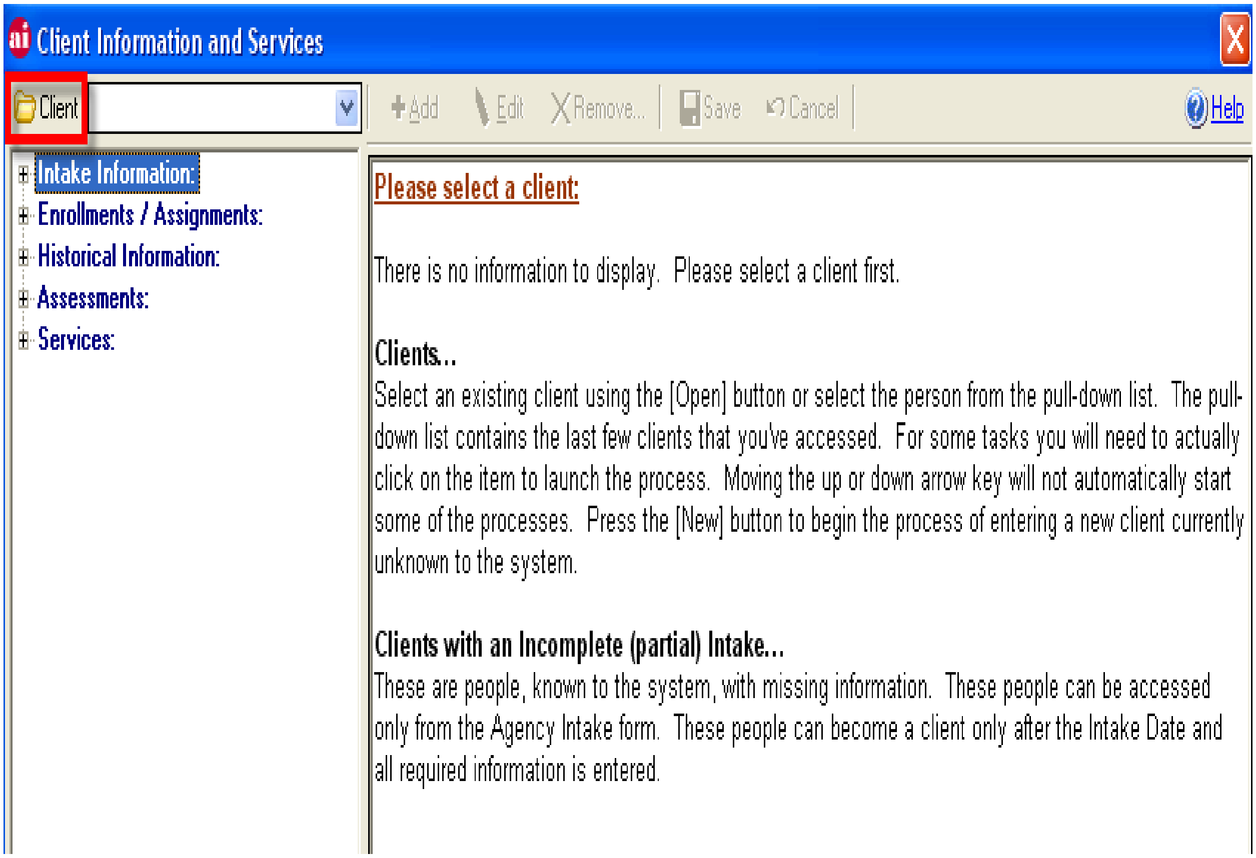
1. Log into AIRS.



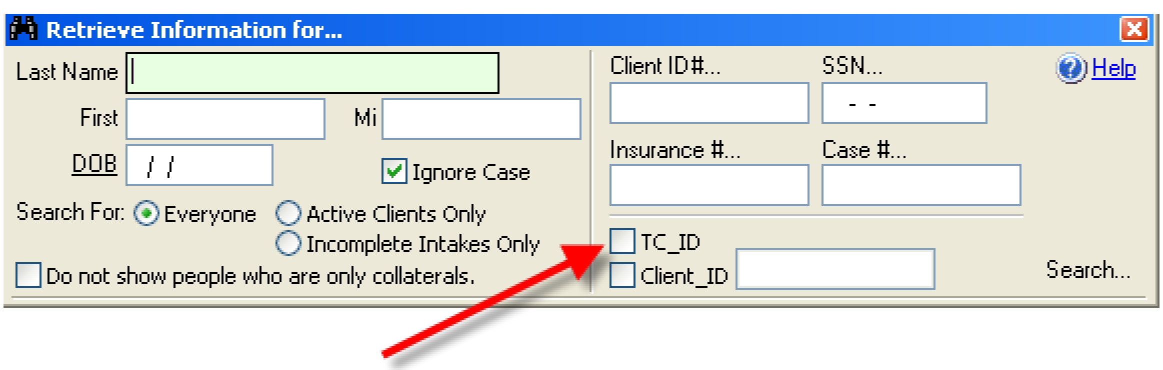
2. Click on the CLIENTS & SERVICES Module.



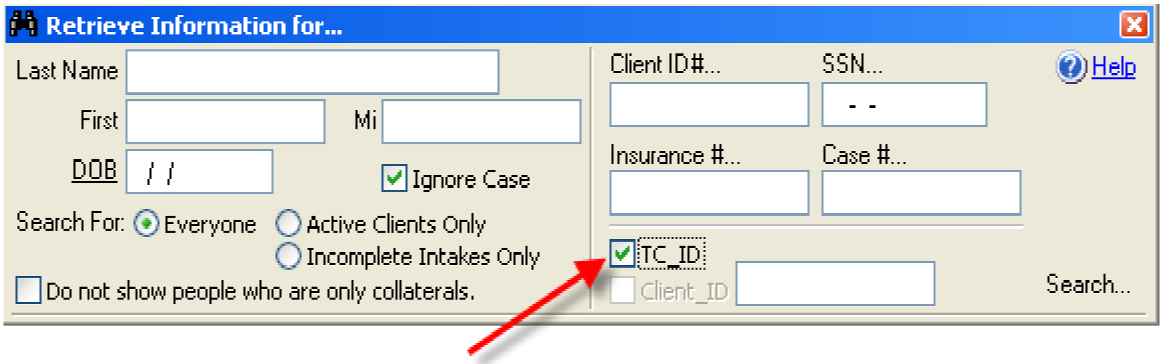
3. Click on the CLIENT button on left (above Intake Information menu option).



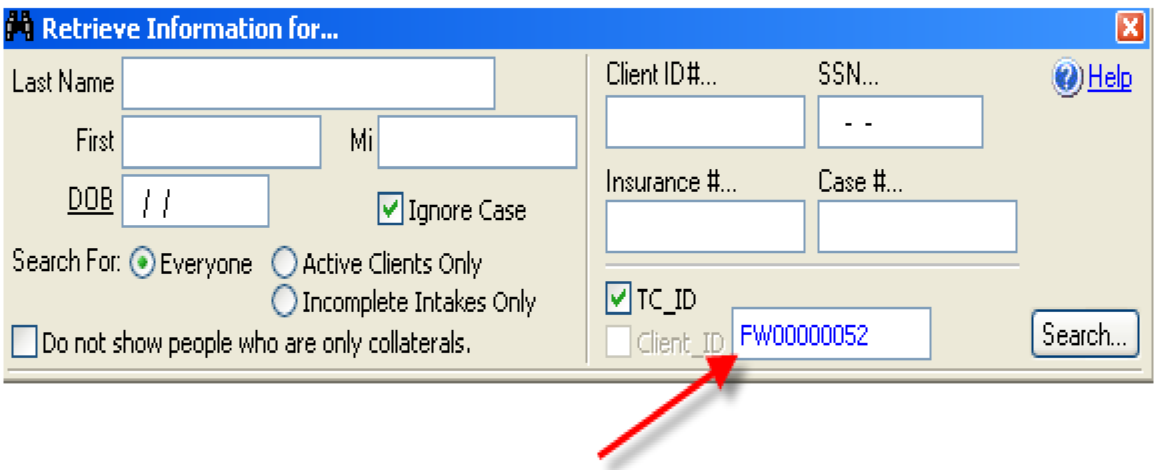
4. You will see the following screen. Note the empty check-box to the immediate left of TC_ID (found on the bottom right hand side of the window).



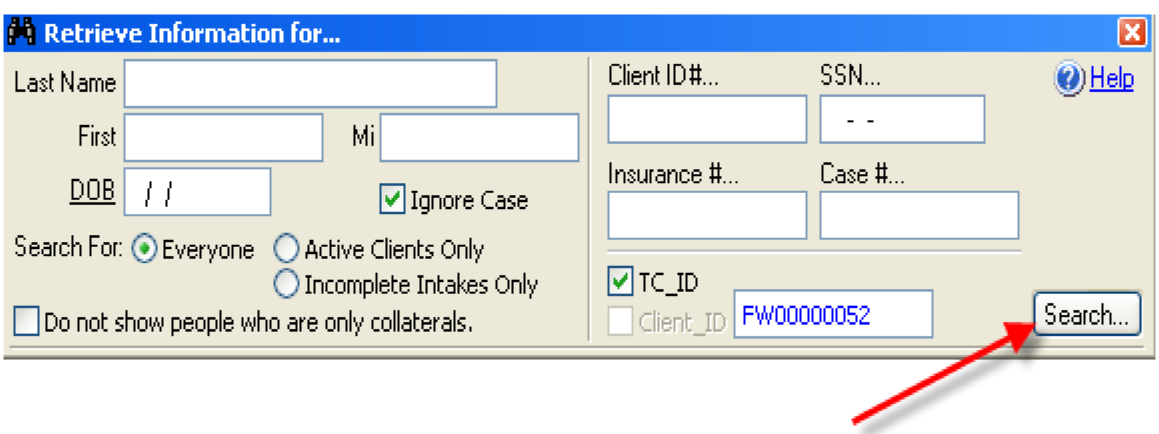
5. To place a 'check' in the box, click directly on the empty box immediately to the left of "TC_ID".



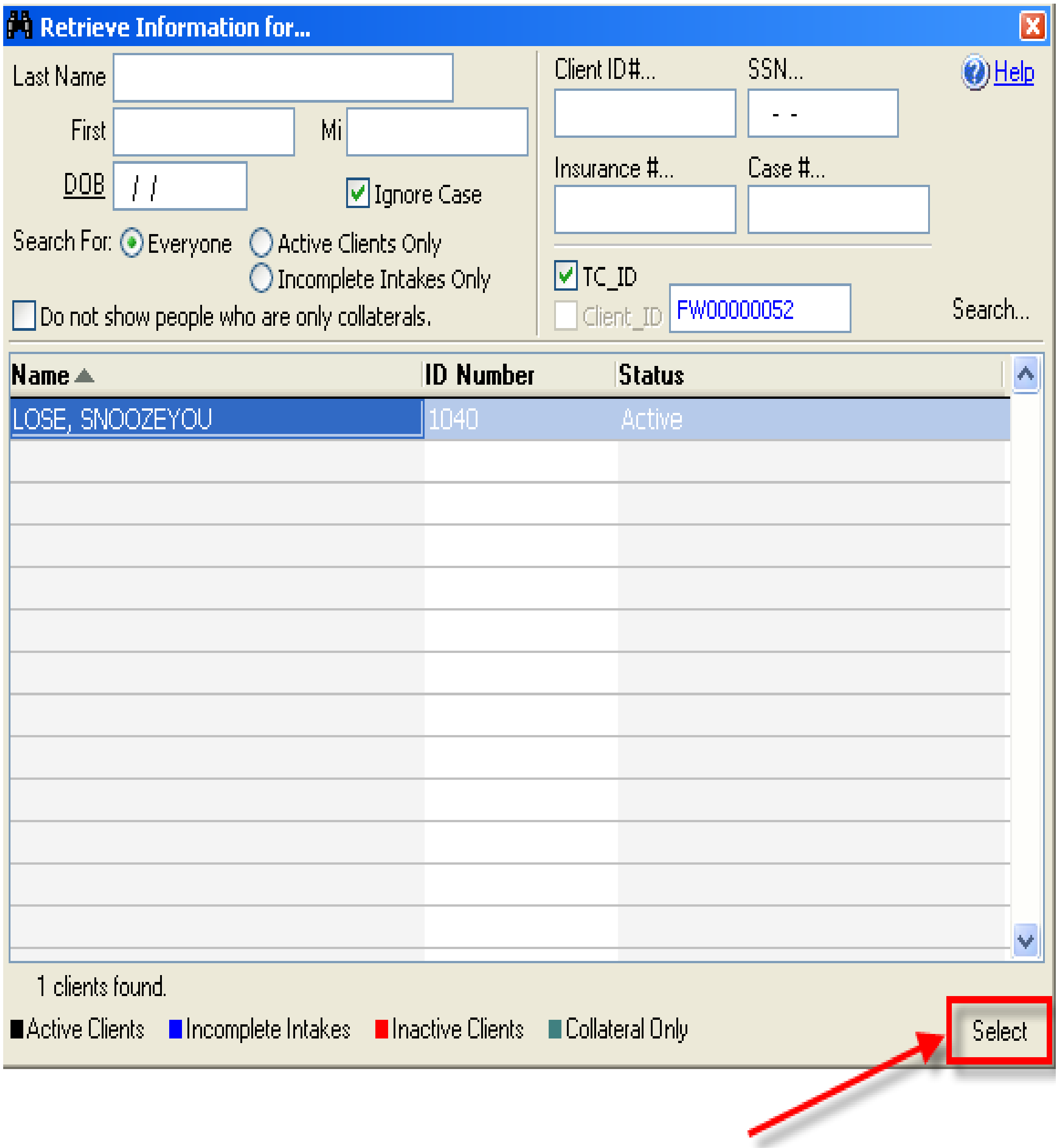
6. In **CAPITAL letters**, enter the 10-character TC_ID code (that you were given).



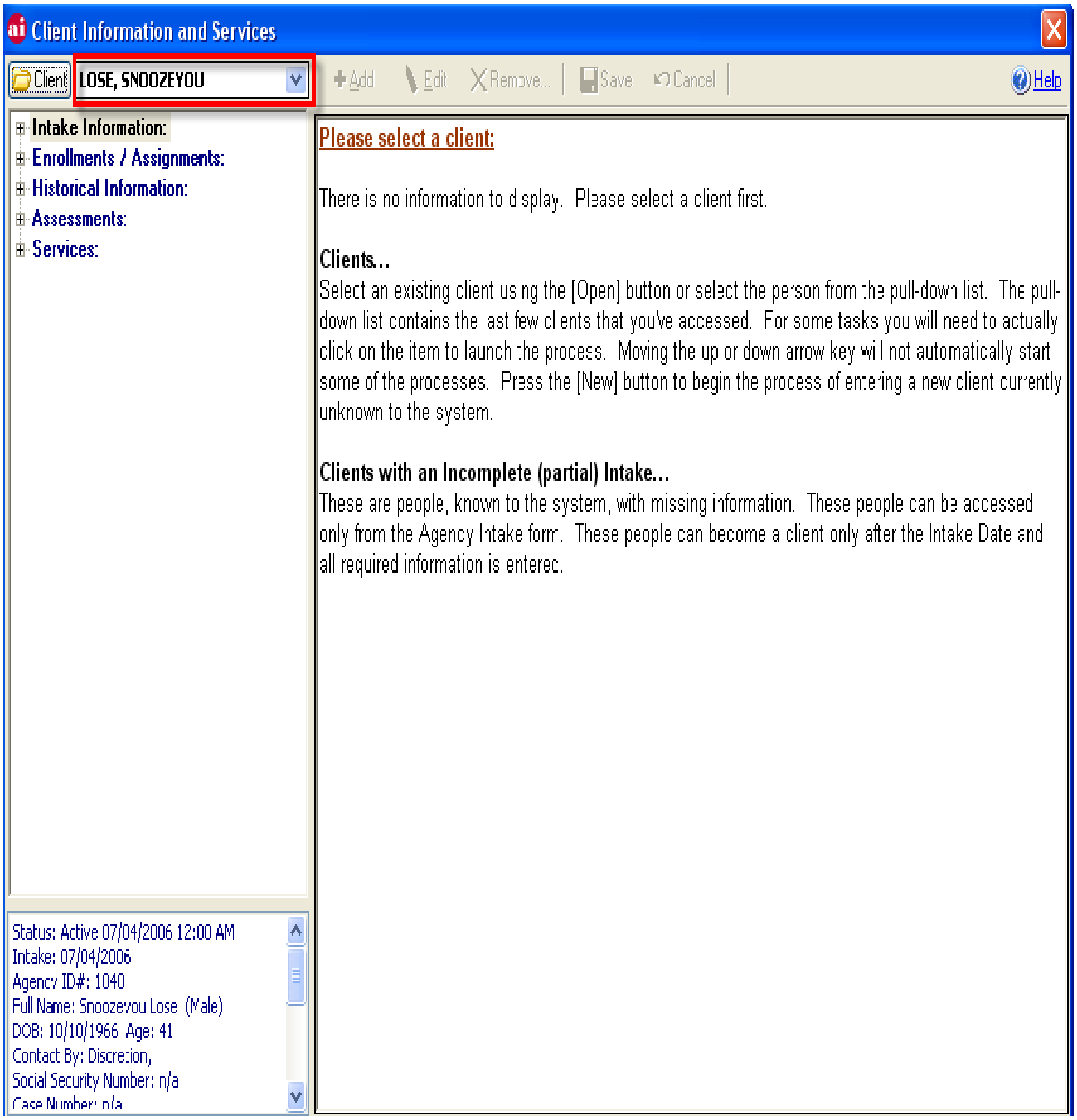
7. Click on the [Search] button.



8. In the grid, you will see the client's *Name*, agency-assigned client *ID Number*, and *Status* in the agency. To access the client, Click on the [SELECT] button found on the bottom right of the screen (OR double-click directly on the record).



9. Once selected, the client's name will appear in the (drop-down) box to the right of the [Client] button. (Note: They become part of your list of the last 15 clients accessed.)



10. Once you have retrieved the client, all their information become available so you may clean up any deficiencies that have been pointed out.

    Click directly on the [+] to the left of each option to allow access to the screens for the client's information. This includes Intake, Status Change, Program & Group Enrollments, Historical information (for example, Diagnosis, HIV Status, Risk, Insurance, Labs, Medications, Pregnancy, Referrals, TB Status, etc.), Assessments, and/or Services.