



Deleting Client Records from CAREWare

MINNESOTA CAREWARE POLICY AND PROCEDURE

Issue Date: July 26, 2011

Revised: July 1, 2019

Purpose

The Ryan White Program requires client level data for reporting to HRSA and for Parts A, B and state HIV services grant management. In Minnesota, these data are collected in Minnesota CAREWare.

Policy

A client record is not deleted from CAREWare unless it was entered in error or is a duplicate record. Clients who discontinue services are maintained in the database.

Procedure

When a client record is duplicated or entered in error (i.e., the client was not eligible to receive a service funded by Ryan White or the client did not receive a service funded by Ryan White or funded through state HIV dollars), contact the Minnesota CAREWare Help Desk to have this issue resolved.

In accordance with HIPAA, client names and URNs must **NOT** be transmitted via a Help Desk ticket or e-mail. Please state in your email or Help Desk ticket that you need assistance with a duplicate client or deleting a client. Minnesota CAREWare Help Desk staff will call you to get more information.

If you believe that the client record should be deleted for some other reason, please contact the Part A or B grantee, as appropriate based on your funding.

Minnesota Department of Health
STD/HIV/TB Section
health.cwpems@state.mn.us
www.health.state.mn.us

07/01/19

To obtain this information in a different format, call: 651-201-5414. Printed on recycled paper.