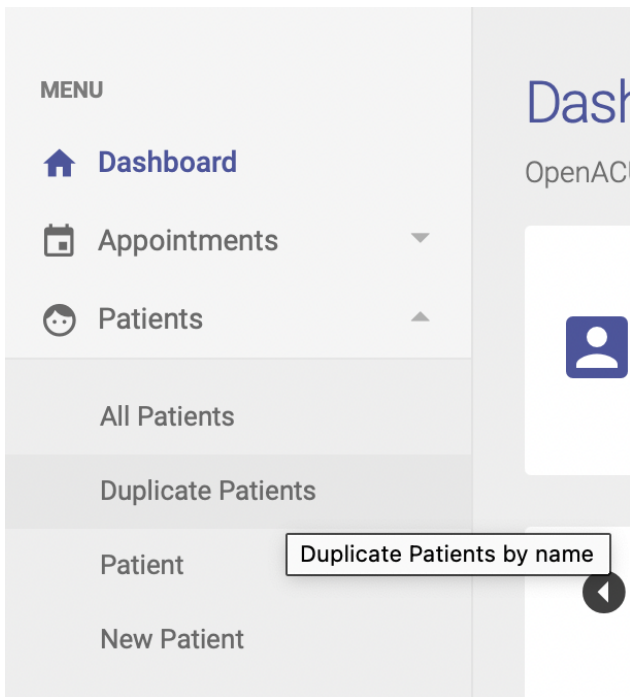


Duplicate Patients

The Duplicate Patients page shows a list of patients with duplicate names. You can get to this page by clicking Duplicate Patients under Patients on the sidebar menu:



When two patients share the same name

When two or more patients share the same name, we recommend adding a middle name or initial to identify each patient. This can be done from the [Patient Profile page](#).




When one patient has created multiple accounts with their name

Sometimes a patient will create multiple accounts with their name. When this happens, you'll need to merge the accounts. To do so, first navigate to the Duplicate Patients page.

You'll see a list of duplicate patient names, including their number of past treatments, credit balance, and whether they've completed an intake form:

Duplicate Patient Names

These patient(s) have identical names. Select the patient you want to **KEEP**, click Merge and all appointments from both patients will be merged into the patient you selected.

[60] Alice In Wonderland		\$20.00	2 APTS	No Intake
[64] Alice In Wonderland			0 APTS	No Intake




Merge

When you mouse over each patient's name, you'll see their email address, phone number, and other demographic info:

Duplicate Patient Names

These patient(s) have identical names. Select the patient you want to **KEEP**, click Merge and all appointments from both patients will be merged into the patient you selected.




Alice In Wonderland
alice@wonder.com
(615) 900-8021

[60] Alice In Wonderland		\$20.00	2 APTS	No Intake
[64] Alice In Wonderland			0 APTS	No Intake

Merge

Duplicate Patient Names

These patient(s) have identical names. Select the patient you want to **KEEP**, click Merge and all appointments from both patients will be merged into the patient you selected.




[60] Alice In Wonderland alice@openacu.net (615) 555-9876		\$20.00	2 APTS	No Intake
[64] Alice In Wonderland			0 APTS	No Intake

Merge

Select the patient you want to **KEEP** by clicking anywhere on the line next to their name. This will highlight the patient you want to keep:

Duplicate Patient Names

These patient(s) have identical names. Select the patient you want to **KEEP**, click Merge and all appointments from both patients will be merged into the patient you selected.

[60] Alice In Wonderland		\$20.00	2 APTS	No Intake
[64] Alice In Wonderland			0 APTS	No Intake

Merge

Click Merge. All appointments from both patients will be merged into the patient you selected, and

you'll see this confirmation message:

Duplicate Patient Names

These patient(s) have identical names. Select the patient you want to **KEEP**, click Merge and all appointments from both patients will be merged into the patient you selected.

Alice In Wonderland was merged into [Alice In Wonderland](#)

Revision #1

Created Sat, Dec 5, 2020 1:51 AM by [Alexa Hulsey](#)

Updated Fri, Jul 19, 2024 2:49 PM by [Alexa Hulsey](#)