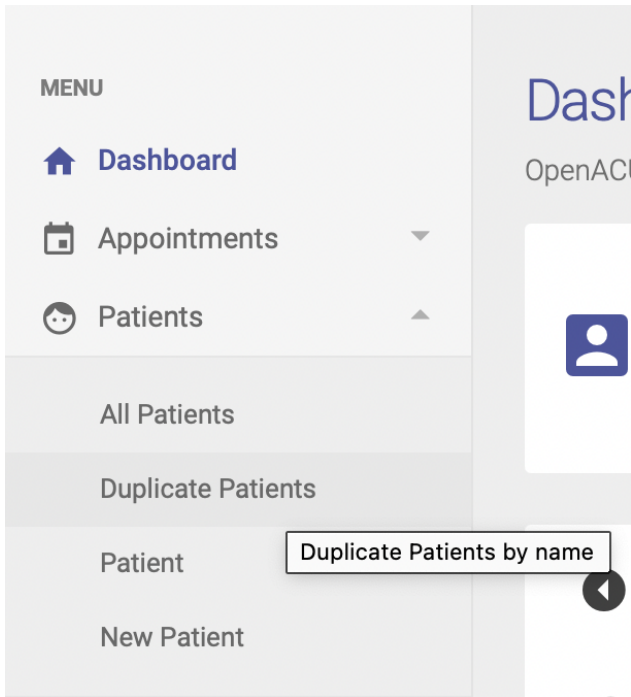


# Duplicate Patients

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 |
| <div>Merge</div>         |   |   |        |           |

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.

|  |   |   |        |           |
|--|---|---|--------|-----------|
| <div>Alice In Wonderland<br/>alice@wonder.com<br/>(615) 900-8021</div> |   |   |        |           |
| [60] Alice In Wonderland   |  | \$20.00   | 2 APTS | No Intake |
| [64] Alice In Wonderland   |  |  | 0 APTS | No Intake |
| <div>Merge</div>   |   |   |        |           |

### 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.

|   |   |   |        |           |
|---|---|---|--------|-----------|
| <div>Alice In Wonderland<br/>alice@openacu.net<br/>(615) 555-9876</div> |   |   |        |           |
| [60] Alice In Wonderland  |  | \$20.00   | 2 APTS | No Intake |
| [64] Alice In Wonderland  |  |  | 0 APTS | No Intake |
| <div>Merge</div>  |   |   |        |           |

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 |
| <div>Merge</div>         |   |   |        |           |

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](#)