## **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:

MENU	Dasł
♠ Dashboard	OpenAC
Appointments -	
Patients	
All Patients	
Duplicate Patients	
Patient Duplicate Patien	ts by name
New Patient	

## 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:

60] Alice In Wonderland	$\oslash$	\$20.00	2 APTS	No Intake
54] Alice In Wonderland	Ø	$\oslash$	0 APTS	No Intake

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

blicate Patient Names e patient(s) have identical names. Select the patient Alice In Wonderland alice@wonder.com (615) 900-8021	you want to KEEP, click Merge and	d all appointments fr	rom both patients will be merg	red into the patient you selected.	
[60] Alice In Wonderland	Ø	\$20.00	2 APTS	No Intake	
[64] Alice In Wonderland	Ø	$\oslash$	0 APTS	No Intake	
Merge					

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 [6 alice@openacu.net 1d (615) 555-9876	Ø	\$20.00	2 APTS	No Intake
[64] Alice In Wonderland	0	0	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 v	vant to KEEP, click Merge and	d all appointments fi	rom both patients will be merg	ed into the patient you selected.
[60] Alice In Wonderland	Ø	\$20.00	2 APTS	No Intake
[64] Alice In Wonderland	0	$\oslash$	0 APTS	No Intake
Merge				

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## **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

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