Telephone Extensions in APM

When inputting a patient's telephone information in APM under the Registration screen, it is important that **only numbers** be used in the patient's Extension field.

When users have input letters/text in the Extension field, it causes a downstream affect where prescriptions for the patient fail and are not transmitted to the pharmacy, resulting in a CS Xmit Fail Task back to the provider.

If you have text information that needs to be added for the contact information, utilizing the "Comments" field at the bottom of the Patient tab in Registration would be a helpful alternative.

If you have any questions, please feel free to contact the APM team at 282-6122, Option 2.

Wonderwoman Superuser Pt# 001000643515001 - Bal. $0.00 ⊗
Registration

| Summary | **Patient** | Account | Policies | Sliding Fees | Additional Info | History |

Wonderwoman Superuser   DOB: 05/01/2021   Sex: F
SSN: *****6565   Age: 20 months

Patient Information

Patient: Wonderwoman Superuser

Patient#: 001000643515001   SSN: *****6565   Home Tel#: (423) 473-1829   ☐ Ext: 1234
Last Name: Superuser   Work Tel#:   ☐ Ext:
First, MI: Wonderwoman   Suffix: Cell#:   ☐
Address 1: 230 Birch St ✔   Sex: Female
Address 2: Apt 107   Birth Date: 05/01/2021 ▼ Age: 20 months
City: Bristol   State: VA ▼   Employer:
Zip Code: 24201-3666   Country: US   E-Mail: ww1984@gmail.com
Enterprise#:

Rel to Guar: Self ▼

Comments: Remove PCP 20200920

***Please do not remove tasks.**