



# Tips & Tricks Weekly



## Finding a patient in APM

**Scenario: Patient states they are a new patient, but they are actually in our system with a different last name.**

Always assume the patient is already registered in APM. The patient may not recognize or remember that they have been to an ETSU Health Clinic, or the patient could've been registered with us for hospital charges.

1. Open the Registration tab and look for the binoculars icon.



2. Patient provided the following demographics: DOB 01/01/2000, First Name: *Catwoman*, Last Name: *Test*

3. Only look for one piece of data (information) at a time—**APM will look at all the boxes at the same time!** For example: If you search for DOB 01/01/2000 AND Patient Name "te,ca", it will not return any results. **Less is More!**

4. We recommend that you search by DOB first. If you can't find the patient, then search by patient name.

5. Search by DOB 01/01/2000 only, looking for last name *Test* and first name *Catwoman*. Our records show:

**Patient Lookup**

Search By: DOB Search For: 01/01/2000  
 Search By 2: Patient Name Search For: te, ca  
 Search By 3: Search For:

Save Search By Settings  
 Include Inactive Patients

Local Search Enterprise Search

Advanced Search

Patient Name: Patient Number:  
 Name (Soundex): Guarantor Name:  
 SSN: Home Tel#:  
 DOB: Primary Tel#:  
 Enterprise Number: Medical Rec No.:  
 Certificate No.:

Patient Additional Information

Field Name Search For  
 Alias Name/Previous

Patient Name	Birth Date	Address	City/State/Zip
(no matching records)			

**Patient Lookup**

Search By: DOB Search For: 01/01/2000  
 Search By 2: Search For:  
 Search By 3: Search For:

Save Search By Settings  
 Include Inactive Patients

Local Search Enterprise Search

Advanced Search

Patient Name: Patient Number:  
 Name (Soundex): Guarantor Name:  
 SSN: Home Tel#:  
 DOB: Primary Tel#:  
 Enterprise Number: Medical Rec No.:  
 Certificate No.:

Patient Additional Information

Field Name Search For  
 Alias Name/Previous

Patient Name	Birth Date	Address	City/State/Zip
PHI Redacted			
Superuser, Catwoman	01/01/2000	101 University Parkway	Johnson City TN
Superuser, Loislane	01/01/2000	1010 Superhero Ln	Johnson City TN

New Patient OK Cancel Help

We have a patient with the same first name, but their last name is Superuser. Verify with the patient if their last name has changed and what their previous last name is. It turns out, our patient has changed their last name since their last visit or hospital charge.