



Tips & Tricks Weekly



APM: Deceased Workflow

Documenting a deceased patient properly in APM is extremely important. If it is not documented properly, the information does not flow over into EHR. The following workflow should be followed.

1. Pull the patient up in APM.
2. Navigate to the **ADDITIONAL INFO** tab.
3. Go to the **DECEASED** section and add the date the patient expired.

Bobby Test Pt# 001000647052001 - Bal. \$0.00
Registration

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

Bobby Test DOB: 03/03/2013 SSN: *****6789

Patient Additional Information

Field Name	Field Value
Race	White
Ethnicity	Non-Hispanic or Latino
Language	English
Deceased	
Alias Name/Previous	
Contact Preference	

January 2020
Sun Mon Tue Wed Thu Fri Sat
29 30 31 1 2 3 4
5 6 7 8 **9** 10 11

4. Navigate to the **ACCOUNT** tab.
5. Change the **ACCT TYPE** to **DECEASED**.

Bobby Test Pt# 001000647052001 - Bal. \$0.00
Registration

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

Bobby Test DOB: 03/03/2013 SSN: *****6789

Account Information

Acct Type: **Deceased**

Comments:

6. Navigate to the **QUICK NOTE** tab.
7. Add a **NOTE TYPE** of **DECEASED**.
8. Add the deceased date.

Allscripts PM - Medical Ed Assista

Bobby Test Pt# 001000647052001 - Bal. \$0.00
Registration

Summary Patient **Account** Policies Sliding Fees

Bobby Test

Account Information

Acct Type: **Deceased**

Comments:

Quick Note for Bobby Test

Note Type: **Deceased** Expiration Date

Subject: **Deceased**

Deceased Date: MM/DD/YYYY

Be sure to cancel any upcoming appointments the patient may have. In a couple minutes, the deceased flag will show up in EHR.

Partial LN,Optional Partial FN,Optional Full DOB or YOB

Patient: test,bobb Name Search Include InActive

Patient	MRN	Other	SSN	DOB
xDECEASED_Test, Bobby	001000647052001		XXX-XX-6789	03-Mar-2013