



Tips & Tricks Weekly

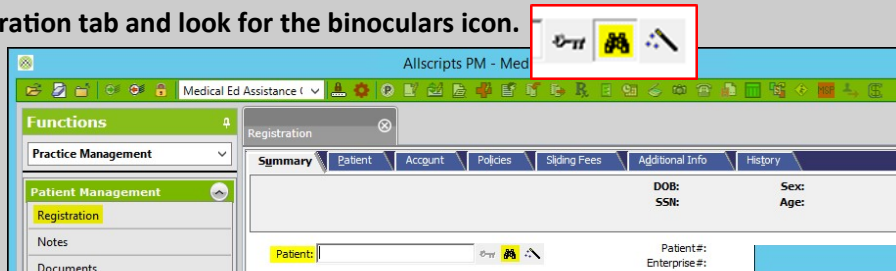


Finding a patient in APM

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

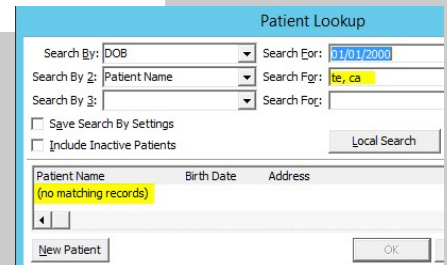
Always assume the patient is already registered in APM. The patient may not recognize or remember that they have been to an ETSU Health Clinic, or the patient could've been registered with us for hosp. charges.

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



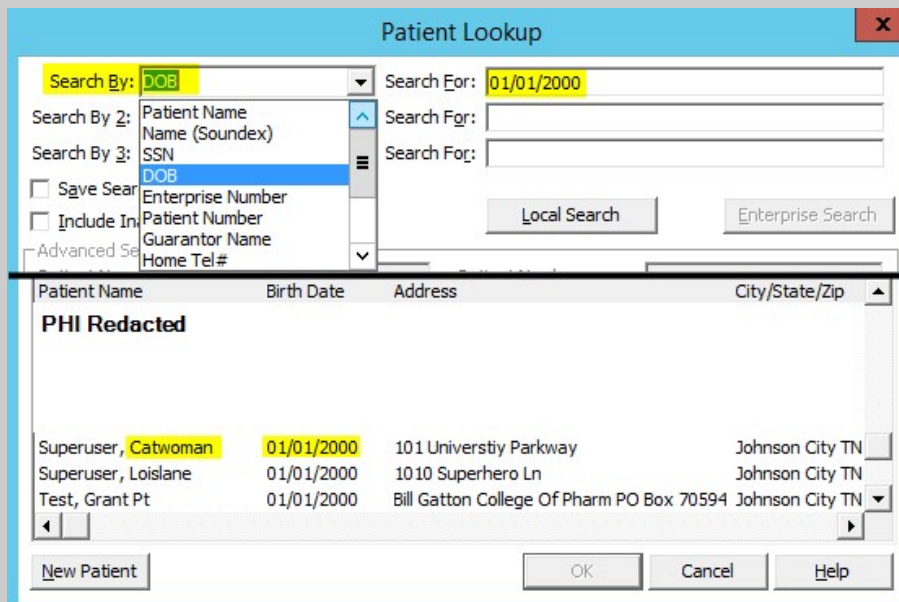
2. Patient provided the following demographics: DOB **01/01/2000**, first name: **Catwoman**, last name: **Test**

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 "01012000" AND Patient name "te, ca" 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 01012000 we are looking for last name **Test** and first name **Catwoman**. Our records show:



We have a patient with the same first name but their last name is Superuser. Verify with patient if their last name has changed and what their previous last name is.

6. Turns out, our patient has changed their last name since their last visit or hospital charge.