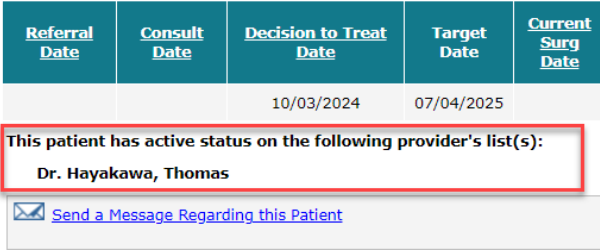
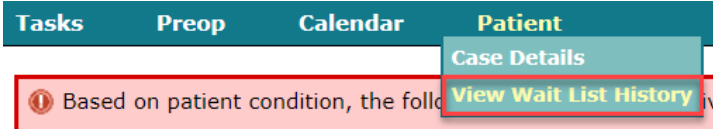



SWIM – Access to Care

Identify and Manage Duplicate Patients

Quick Reference Guide

To minimize duplicate patients on multiple provider's waitlists for the same procedure

Identify duplicate patient	
<p>1. Case Details</p>	<ul style="list-style-type: none"> After adding the patient to the waitlist, on the Case Details screen look for whether the patient has active status on any other lists. 
<p>2. View History</p>	<ul style="list-style-type: none"> If the patient has an active status on another provider's list and the other provider is the same service as the provider who just added the patient, on the main menu bar, hover over Patient and select View Wait List History. 
<p>3. Identify duplicate</p>	<ul style="list-style-type: none"> If the procedure is different, no further action required. If the procedure is the same, ask the patient which list they wish to remain on. <ul style="list-style-type: none"> If the patient wishes to remain with the other provider, remove the patient from your list. (See QRG "Remove from the waitlist" for removal steps) If the patient wishes to remain with your provider, ask the patient to contact the other provider's office and have their case removed from the other provider's waitlist. <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p> If the case is still active there will only be a Decision to Treat on the Wait List History. If the case is inactive (removed from the waitlist or procedure performed) there will be a date in Date Removed with a Reason for Removal on the Wait List History.</p> </div>