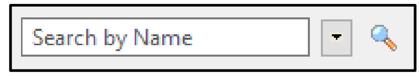
Deceased Patient Workflow for Clerical Staff

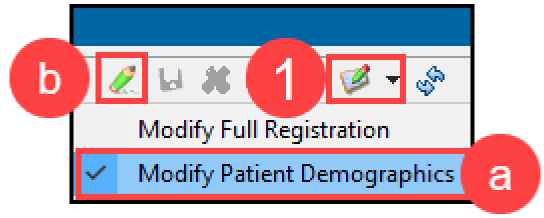
Entering Date of Death

Search for the deceased patient by using three patient identifiers.



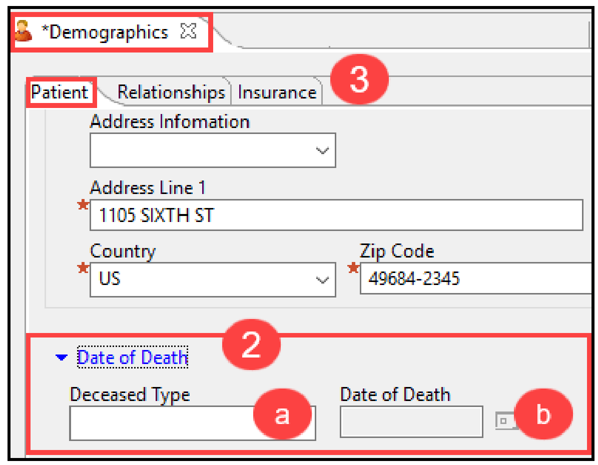
Within the Registration patient perspective:

1. Click the drop down next to Change Conversation.
    a. Select Modify Patient Demographics.
    b. Click the green pencil icon, to modify the demographics.



Navigate to the bottom of the Demographics tab.

2. Click on Date of Death. **The Date of death must be the exact date of the patient's death.**
    a. Add Deceased Type: Yes
    b. Add the Date of Death: **exact date of death**.
3. Complete any other necessary information within the Relationship and Insurance tabs.



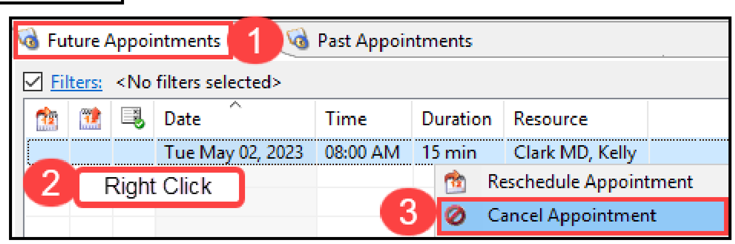
4. Save the demographics by clicking on the save icon.

Canceling Appointments

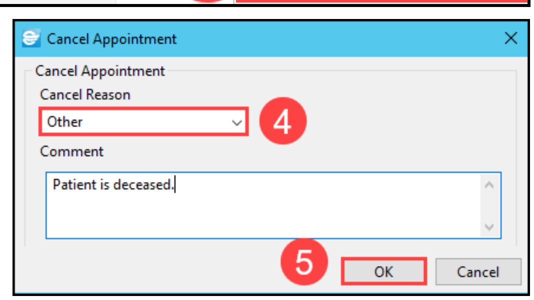
Once a date of death has been entered, Future Appointments for the patient will need to be canceled.

Navigate to the Appointments patient perspective.

1. Select the Future Appointments tab.
2. Right click on the Future Appointment to be canceled.
3. Select Cancel Appointment.



4. Add the Cancel Reason: Other
5. Add a Comment: Patient is deceased. Click OK.
6. Complete above steps for all appointments made for your clinic.
7. As a courtesy, contact other clinics with Future Appointments scheduled to allow them to update their records and cancel appointments.



NOTE: If the patient record has been updated to deceased by another clinic, canceling appointments within your clinic may still need to be completed.