

Duplicate Patient Warnings

07/24/2024 2:10 pm EDT

In the event you create a duplicate chart for the same patient, you can inactivate one of the patient records. DrChrono does not have the option to merge patient records. DrChrono does have triggers in place to warn you of a potential duplicate warning.

You can, however, [inactivate the patient record](#) that is duplicate.

Duplicate Triggers

Common Duplicate Patient Triggers

- Same Social Security Number
- Same First and Last Name
- Same Date Of Birth

Please keep in mind if the person has the same last name but not the same DOB, our system will not count that as a duplicate patient. However, if they have the same SSN but different names, our system will flag it as a duplicate patient.

Duplicate Warnings

1. The warning message below will appear with potential duplicate patients while in a patient's chart.

Warning ×

Potential duplicate patient found: [Sample Patient \(PASA000010\)](#)

[Continue](#)

2. You will also see a warning when adding a new patient.

New Patient

⚠ BILLING WARNING: Missing Date of Birth for patient **Potential duplicate patient found:** [Laurie T. Sample \(SAJA000001\)](#)

Duplicate patients cannot be merged or deleted. To set a patient as inactive, go to Demographics > Important tab and set Status to Inactive. [More Info](#)

Important Demographics Insurances

Important Information

Primary Provider

Status

Title

First Name

Attention! Potential duplicate patient found:
[Laurie T. Sample \(SAJA000001\)](#)
Are you sure you want to create the new patient?
Please note: Patients cannot be merged or deleted. To inactivate a patient, click [here](#).

[Ok](#) [Cancel](#)

3. There is also a warning when using the **New Patient** checkbox in the appointment window.

Schedule Appointment

Appointment

Billing

Eligibility

Vitals

Growthcharts

Flags

Log Comm.

Revisions

Custom Data

MU Helper

Type Appointment

Video Visit

Break

Walk-in

Transition of Care

New Patient

Referral

Amanda Jones DOB: mm/dd/yyyy Sex

Cell Phone Home Phone Email [+ Add](#)

Provider Brendan Wilberton

Patient

Reason:

Scheduled: 08/25/2020 Time 01:10PM

Duration: 30 minutes Allow over

Notes:

Consent HIPAA Data Use Agreement (default)

Forms: No Show Policy (default)

Attention! Potential duplicate patient found:
[Amanda Jones \(JOAM000001\)](#)
[Amanda Jones \(JOAM000002\)](#)
Are you sure you want to create the new patient?
Please note: Patients cannot be merged or deleted. To inactivate a patient, click [here](#).

Ok

Cancel

[View Clinical Note](#)

[View All Appointments](#)