

How to inactivate a patient in Dentrrix:

Updated Oct 4, 2018

Patients must be inactivated in RPMS and the inactivation date should cross over the EDR Interface to inactivate in Dentrrix (with the RPMS inactivate date).

If this does not work: re-activate in RPMS and then inactivate again in RPMS. If this doesn't update the patient with the inactivate date in Dentrrix, please contact the OIT Helpdesk.

- In RPMS, a patient can have a Patient IEN numbers (chart #) for EACH ASUFAC (or clinic) that is configured in RPMS.
 - This means **a patient in RPMS CAN have multiple Patient IEN (Chart #s) in RPMS**, with one possibly for each ASUFAC.
 - **Each patient IEN (chart #) tied to a specific ASUFAC (clinic) has an independent active or inactive status (inactive date) for that ASUFAC (clinic).**
 - **Inactivating a Patient IEN (Chart #) in one ASUFAC (clinic) in RPMS does NOT inactivate Patient IENs (Chart #s) in other ASUFACs (other clinics).**
- The HL7 registration update interface from RPMS to Dentrrix Enterprise includes, in a registration update message, a list of ALL Patient IEN's (Chart #s) which a patient has in RPMS AND the active or inactive status (inactive date) for each Patient IEN (Chart #).
- **In order for a patient to be marked as being inactive in Dentrrix Enterprise (which blocks scheduling new appointments or posting new procedures in Dentrrix Enterprise), users in RPMS must mark ALL Patient IEN's (chart #s) to be inactive for ALL ASUFACs (clinics) for which that patient has a patient IEN (chart #).**
 - **If a patient has at least one or more remaining active Patient IEN (chart #s) in RPMS, that patient will remain active in Dentrrix Enterprise.**
 - **A patient will only be marked inactive in Dentrrix Enterprise if the registration update from RPMS to Dentrrix Enterprise has an inactive status (inactive date) for EVERY Patient IEN (Chart #) sent from RPMS.**
- You can check the status of all of a patient's IEN's (Chart #s) in Dentrrix Enterprise by clicking on the chevron icon next to the Chart # field in the patient details which is accessed by doubling clicking the top area of the Family File with the patient already selected.
 - This will then list all Patient IEN (CHART #'s) that Dentrrix has with their ASUFAC (the first 6 characters each of the Chart #'s) and an inactive date, if that Chart # is inactive.
 - If ANY Chart #'s do not have an inactive date, that Chart # is still active in RPMS AND the patient will remain active in Dentrrix Enterprise.
 - If you want a patient to be inactive in Dentrrix Enterprise (showing active Chart #'s), go into RPMS and inactivate all remaining active Patient IEN's (Chart #'s).

