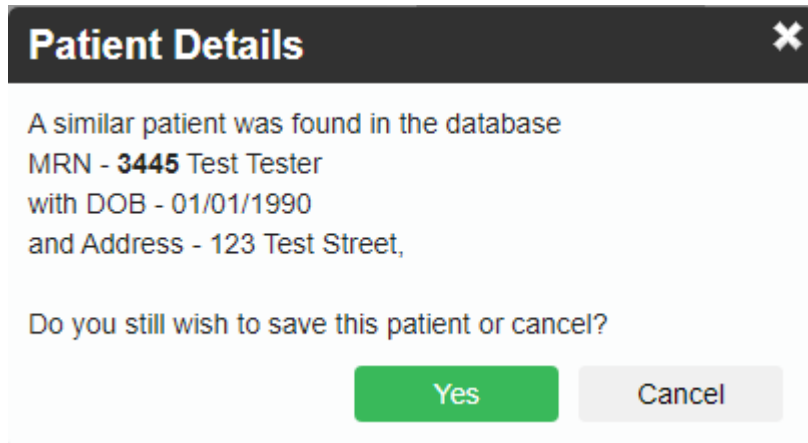


Merging Duplicate Patients

When creating a patient, if the details are similar enough to a patient already in Fydo, you will receive the following message.



This message is Fydo taking measures to ensure you do not create duplicate patients. As you can see in this example, it is letting me know a similar patient was found. For Fydo to try to match existing patients, you will need to enter a minimum of:

- **First Name and Last Name**
- **Date of Birth**


If you enter just the first and last name, it will not try to find similar patients, you do need to enter the date of birth for the check to occur.

Despite this, you may realise at some point that you have a duplicate patient. If you run into this issue, read ahead to find out how to **merge** the patients together.

How to Merge Patients

First search the patient/MRN that will become obsolete, after this process, & open their Patient Info Screen.

In the top right hand corner of the **Patient Details** screen you will see a drop down menu called **More Actions**.



You will now see a screen with the patient's details and a search bar.

Merge Patient

MRN 3445 **DOB 01/01/1990** **Gender Male**

Patient TESTER, Test

Select a medical record where the patient above will be merged into. This means MRN 3445 will not longer exist and all appointments/episodes and invoices will be moved into the selected MRN below.

Simply search for the patient you wish to merge the current one with. You will see the **Patient Lookup** box, containing any patients found.

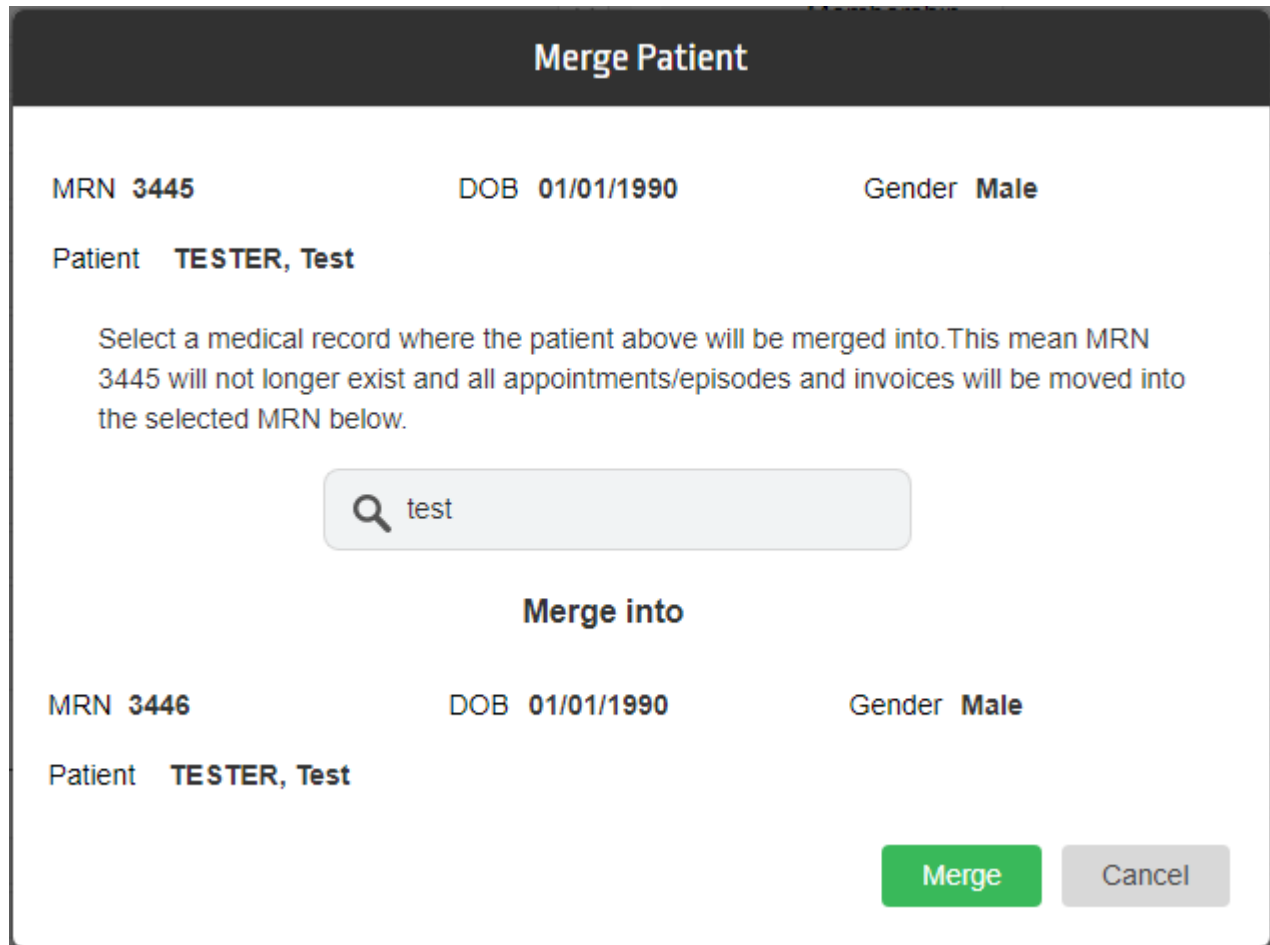
Patient Lookup

Patient Other

Surname	Firstname	MRN	FileNo	Address	DOB	Age
Malatesta	CARL	2151.0		9/20-22 Loch Street CAMPSIE	14/09/1927	92
Tester	Test	3445		123 Test Street	01/01/1990	30
Tester	Test	3446		123 Test Street	01/01/1990	30

The **Patient Lookup** menu also has all the regular ways to search for a patient.

Select the patient you wish to merge the current one with and you will now see the previous **Merge Patient** screen with additional details of the patients to be merged



Merge Patient

MRN **3445** DOB **01/01/1990** Gender **Male**

Patient **TESTER, Test**

Select a medical record where the patient above will be merged into. This means MRN 3445 will not longer exist and all appointments/episodes and invoices will be moved into the selected MRN below.

Merge into

MRN **3446** DOB **01/01/1990** Gender **Male**

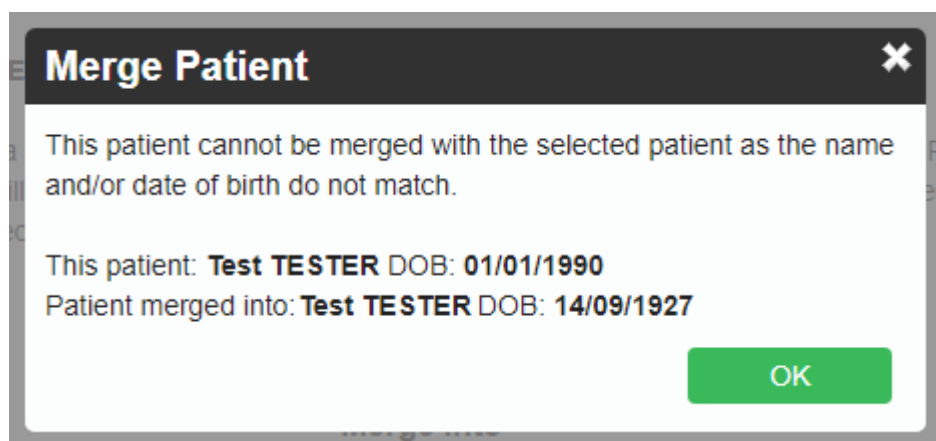
Patient **TESTER, Test**

Merge **Cancel**

Ensure the patients being merged are correct, as this process cannot be undone if an error is made.

Now click the green **Merge** button, and you are all done! The patients have now been merged.

Should you try to **merge** two patients with **differing** details, Fydo will stop you with the following error message.



Merge Patient ✕

This patient cannot be merged with the selected patient as the name and/or date of birth do not match.

This patient: **Test TESTER** DOB: **01/01/1990**
Patient merged into: **Test TESTER** DOB: **14/09/1927**

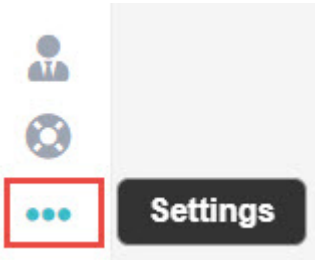
OK

As you can see, the patients here have differing **Date of Births**, so Fydo will not let me merge them.

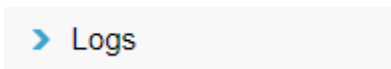
The Audit Log

The **Audit Log**, is a log Fydo stores to keep track of which user has performed which action. In the case of merging, we will be able to see which user has performed the merge, as well as the details of said merge.

To access the **Audit Log**, first select **Settings**



Then **Logs** from the menu



You will now see the **Audit Log**:

Username	Message	Date Created
Michelle Romero	Login – Michelle Romero	08/05/2020 1:34:44 PM
Michelle Romero	Patient Merge - Test TESTER - MRN: 3445 merged into MRN: 3446. MRN: 3445 will no longer exist.	07/05/2020 4:23:30 PM
Michelle Romero	Login – Michelle Romero	07/05/2020 1:25:55 PM

This screen shows us some important information such as:

- **Username:** The user who performed the action
- **Message:** What happened, in the above case we have some logins and the patient that was merged.
- **Date created:** The date this action happened, as well as the time.

If you ever need to confirm what has happened in Fydo, the Audit Log is the perfect place to check.