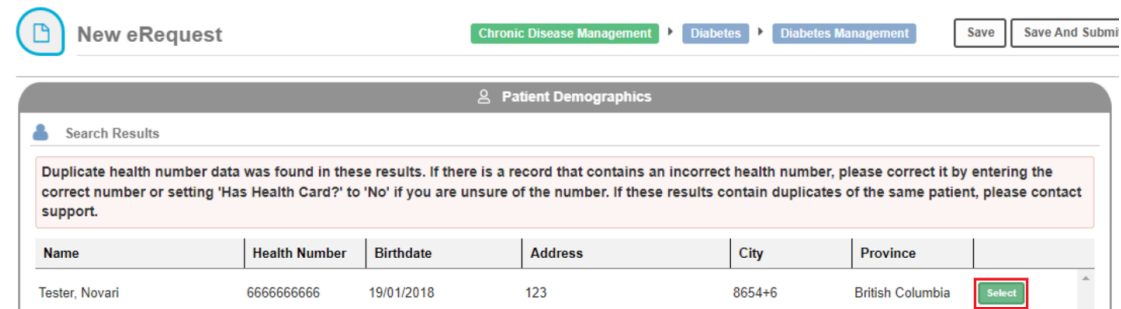


## Duplicate Patient Record

Leah Quenneville - 2022-06-10 - [eRequest](#)

A duplicate patient is found upon searching for a patient on the **Create** or **New eRequest** page.



The screenshot shows the 'New eRequest' page with a breadcrumb trail: Chronic Disease Management > Diabetes > Diabetes Management. There are 'Save' and 'Save And Submit' buttons. Below the header is a 'Patient Demographics' section with a 'Search Results' tab. A red warning box states: 'Duplicate health number data was found in these results. If there is a record that contains an incorrect health number, please correct it by entering the correct number or setting 'Has Health Card?' to 'No' if you are unsure of the number. If these results contain duplicates of the same patient, please contact support.' Below the warning is a table with columns: Name, Health Number, Birthdate, Address, City, Province, and an action column. The table contains one row for 'Tester, Novari' with Health Number '6666666666', Birthdate '19/01/2018', Address '123', City '8654+6', and Province 'British Columbia'. The action column has a 'Select' button highlighted with a red box.

Name	Health Number	Birthdate	Address	City	Province	
Tester, Novari	6666666666	19/01/2018	123	8654+6	British Columbia	Select

Novari recommends finding and selecting the inaccurate or less relevant duplicate patient record, this will redirect the user to the **Edit Demographics** page. From this page, we recommend you update the **Has health card?** to 'No'.

### HEALTH NUMBER (HN)

Has health card? \*

☐ Yes ☒ No

This will unlink the duplication however all the data on the existing requisitions it is tied to will remain visible.