

Do Not Contact (DNC) Process

Last Modified on 03/07/2022 4:08 pm EST



Do Not Contact (DNC) Process

Follow the below process if someone requests to be added to the Do Not Contact list due to the patient being deceased, moving out of state, etc.

1. From the **Schedule Tab**, search for and select patient in Merge
2. Confirm that we should DNC the patient for a valid reason
 - o Patient is deceased
 - o Patient is moving out of state or service area
NOTE: For patients who will be moving to a Solis Mammography service area, please advise we have a sister company
 - o Patient simply asks that we do not contact them any further (for ANY reason)
3. Double-click on any accession to open the **Patient Files: Demographics** window

A screenshot of the "Patient Files: Demographics" window in a medical software system. The window title is "Patient Files: Demographics" and it shows patient information for "TEST, 2" with a birth date of "11/29/1976" and age "45 yo". The window has several tabs: "Demographics", "Patient Details", "Policies", "Visit Info", "Exam Details", "Labs", "Film", and "Audit Trail". The "Demographics" tab is active. The form contains various fields for patient information, including SSN, Jacket Number (059706), PMIS No. (0100647262), Last Name (TEST), First Name (2), Middle Name, Alias, DOB (11/29/1976), Race (White), Gender (Female), Primary Physician, Address 1 (3020 williams drive), Address 2 (UNIT 525), Zip Code (22031), City (FAIRFAX), State/Province (Virginia), Email (andrea.kellenberger@wa), Home Phone ((703) 280-0000), Work Phone, Mobile Phone ((703) 280-0000), Patient Balance (\$0.00), Collection Balance, Employer (NIH), Status, Student Status, School, Consent (No), Date, Date of Death, Cause of Death, Notice of Privacy (No), Date, and Emergency Contact (JIM SMITH-HUSBAND, 301-493-3333). At the bottom, there are navigation buttons: "EXTERNAL IDS", "SUMMARY OF CARE", "CLINICAL SUMMARY", "APPOINTMENT DETAILS", "EDUCATION", "PATIENT PORTAL", "BACK", "NEXT", "COMPLETE", and "CANCEL".

4. On the **Demographics Tab**, update the following fields
 - o **Address 2:** Copy address from **Address 1** and paste into **Address 2**

- **Address 1:** Enter "DNC" followed by the reason provided
Example: "DNC PT MOVED" or "DNC PT REQUEST"
- **Phone:** Delete ALL phone numbers
- **Email:** Delete ALL email addresses

5. Click on the **Comments** icon to add notes regarding the situation

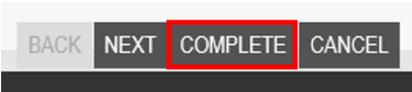


6. The **Patient Files: Comments** window will populate - Add notes to the **Comment Text** field and click **ADD**

Confirm notes were added to the bottom portion of the screen and click **CLOSE**

Date	Category	Priority	Internal	Title	Comment Text	User	Delete
03/07/2022 4:03 PM	Visit	Medium	No		PT REQ TO BE PLACED ON DNC LIST AS SHE HAS MOVED OUT OF STA...	Williams Stephanie	
07/19/2021 3:24 PM	Visit	Medium	No		PT CALLED TO CX APPT	Williams Stephanie	
07/19/2021 3:20 PM	Visit	Medium	No		PT AWARE OF PREP, ADVISED TO BRING ORDER, PHOTO ID AND INS ...	Williams Stephanie	
03/07/2022 12:41 PM	Patient	Medium	No		PT CALLED TO R/S EXAM	Williams Stephanie	
04/01/2021 3:26 PM	Patient	Medium	No		PT AWARE OF PREP, RESCHEDULE, BRINING ORDER, ID AND INS - T...	Scott Gerri	
03/30/2021 4:23 PM	Patient	Medium	No		CANCEL TEST	Scott Gerri	
03/30/2021 3:52 PM	Patient	Medium	No		TEST CANCEL	Scott Gerri	
03/30/2021 3:54 PM	Patient	Medium	No		PT IS AWARE OF PREP, BRINING ORDER, ID AND INS	Scott Gerri	

7. The **Patient Files: Demographics** window will show again, click **COMPLETE**



Note: Once a patient requests to be DNC, there will be no additional calls, emails, letters, etc. sent to the patient. If requested by the patient, we can always add their information back into the system.

EDITED: 03/07/2022
