Requesting a Patient Merge in eRAD

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Requesting a Patient Merge in eRAD

Purpose: When duplicate patient records exist in eRAD (multiple MRNs for the same patient), Contact Center team members will submit a Merge Suggestion so the appropriate team can review and complete the merge.

📌 **Important:** PARs do not complete merges - we submit the request for review.

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1. Open the Patient Folder

- Use the search function in eRAD to locate and open the patient folder.
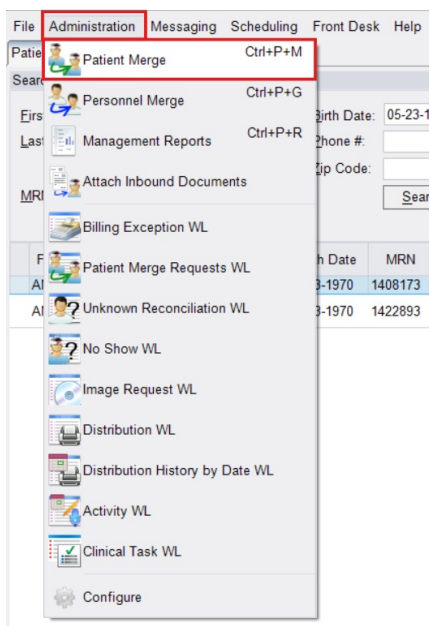- At this point, it does not matter which duplicate record you open first.

2. Navigate to the Merge Tool

From the eRAD menu:

- Click Administration
- Select Patient Merge

3. Enter Patient Records
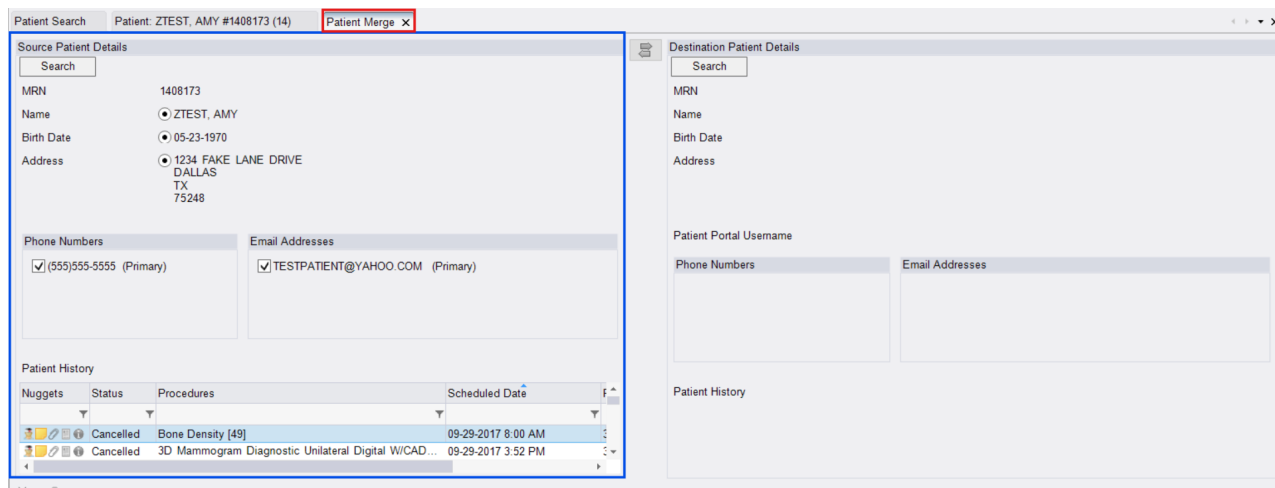
The Patient Merge window will open with two sections:

✅ Source Patient Details (Left):
The duplicate MRN that will be discarded

✅ Destination Patient Details (Right):
The MRN that will be kept (primary/active patient record)

📌 Always verify both records belong to the same patient before submitting a request.

4. Search and Confirm

In Destination Patient Details, click Search

- Patient name may auto-populate
- Enter patient's date of birth to narrow results
- Double-click the additional MRN to add it under Destination Patient Details

✅ Verify demographics match (ex: full name, DOB, phone, address) before proceeding.

5. Choose Data to Retain

- If the MRNs are on the wrong sides (Source vs Destination), use the arrows to swap.
- For each field (ex: name, DOB, address), click the radio button next tot he value that should be kept.

📌 Review carefully - these selections determine which data remains after the merge is completed.

6. Submit the Merge Suggestion

A) Click Suggest

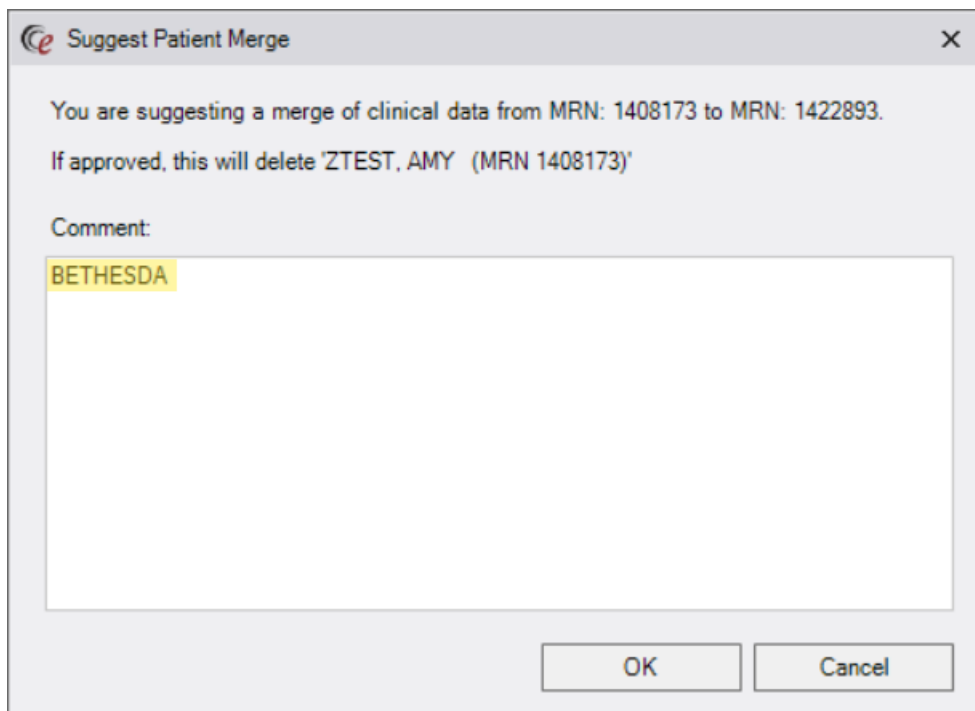B) In the Comment box, enter ONLY the following:

☑ Required: Site location (first)

☑ Optional: Any helpful identity confirmation details such as:

- **Prior / maiden name**
- **Phone number**
- **Address**
- **Other demographic details that support validation**

🚫 **Do not include unnecessary or unrelated comments. Extra comments delay review and processing.**

✅ **Comment Examples (Preferred Format):**

- **BETHESDA, PRIOR LAST NAME: SMITH**
- **STERL, PHONE MATCHES: 555-123-4567**
- **PARK, DUPLICATE MRNS, SAME DOB AND ADDRESS**

C) Click OK

📌 **This submits the merge suggestion only. The team responsible for validating and completing merges will process it once received.**

EDITED: 01/30/2026