Merge Request

Last Modified on 04/04/2025 6:02 pm EDT



Contact Center eRAD RIS Merge Request

When patients have more than one MRN, the duplicate MRNs should be Merged to the correct MRN. This process is handled by the Center. No one in the Contact Center has ability to Merge! That being said, the Contact Center can submit a request for the MRNs to be Merged.

1. From the "Administration Tab" select "Patient Merge



- 2. The window will populate to search for both patient records
 - 1. "Source Patient Details" on the left side is the MRN to discard
 - 2. "Destination Patient Details" on the right side is the patient record that is to be kept. This is the primary/active record.

Ratient Merce	Front Desk Help		1/1		
Source Patient Details		8	Destination Patient Details		
Search MRN: Name: Birth Date: Address:			Search MRN: Name: Birth Date: Address:		
Patient Portal Username:			Patient Portal Username:		
Phone Numbers	Email Addresses		Phone Numbers	Email Addresses	
ferge Summary					
				Suggest	Close

3. Click "Search" in each section

	Patient Merge ×		0 0 0 23
Source Patient Details		8	Destination Patient Details
L	Search	-	Search

4. Once both records are entered, select all the data values that are to be kept from each patient record by clicking the buttons next to the data value

and the second s	Merge +						
ource Patient Details	1	Destin	ation Patient Details				
Search Verx 1199983 Name Text, Text In-Dave: 0:60-65.197 Sedewas: 0 93311 0		S MRX Name Birth I Addre	Search : K Date: ess:	1174532 • Test, Test • 10-11-1973 • (no address on file)			
Phone Numbers Er	nal Addresses	Phor	ne Numbers		Preferred Order	Email Addresses	
(#10/124-002 (#mmay)	i testing@geail.com (Prinky)						
Padent History:		Patier	nt History:]
Nuggets Status Procedures Schedul	led Date Room Accession #	Nugg	jets Status Pri	ocedures	Set	heduled Date Room Accession #	
<	•	4					
lerge Summary Patient with MRN 1174532 will receive all clinical data. Patient with MRN 1169663 will be removed.]						

5. Click "Suggest"

Suggest	Close

- 6. The comment box will appear.
 - 1. Note/Comment must contain a location FIRST. Follow standard naming convention for locaiton (BASH, Burleson, Southlake, Clearlake, etc.) and to not abreviate except where expected (BASH, HEB, etc.)
 - 2. After note about location, you can add any additional notes

Comment:			
		ок	Cancel

7. Click "OK" to complete request

Note: At this point the merge has not been completed. Only the request to complete the merge is complete.

Edited: 11/29/2018