

Do Not Call (DNC) Requests

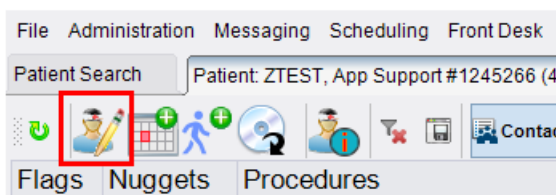
Last Modified on 04/04/2025 6:02 pm EDT



Do Not Call (DNC) Requests

Please follow this job aid when patient is requesting to be placed on our "Do Not Call" list.

1. On the Patient Folder, click on the "Edit Patient" button (person with pencil)



2. The Edit Patient tab will open

A screenshot of a web-based 'Edit Patient' form. The form is titled 'Patient: ZTEST, App Support #1245266 (45)' and 'Edit Patient: ZTEST, App Support #1245266'. It has tabs for 'Patient', 'Patient Notes', and 'Attachments'. The 'General Information' section includes fields for Prefix, First, Last, Middle, Suffix, Sex (Female), DOB (12-19-1950), Age (71y 6m), Birth place, and Father's name. There are checkboxes for 'Disable Patient Portal' and 'Deceased'. A table lists 'Issuer' (system), 'MRN' (1245266), and 'SSN-EMR' (77777777_4412048) with an 'Active' column. The 'Primary Address' section has fields for Address 1 (15601 Dallas Parkway), Address 2, City (Addison), State (TX), County, Zip (75001), Phone (469-398-4114; 469/398-4114; Mobile 988-888-8888), and Email (danica.gray@solismammo.com). The 'Patient Origin' section includes dropdowns for Preferred language (English), Education level, Religion, Ethnicity (Hispanic or Latino), Race (Black or African Am...), Sexual orientation, and Gender identity. The 'Family History' section has a table with columns for Relationship, Family History, Age At Diagnosis, and Age At De... At the bottom are 'Save' and 'Close' buttons.

3. On the Patient tab, complete the following
 - Cut and paste address from "Address 1" to "Address 2"
 - Add DNC and reason to "Address 1"

- Delete all phone numbers and email addresses
- Example:

■ From this...

Primary Address		Preferences	
Address 1	15601 Dallas Parkway	County	<input type="text"/>
Address 2	<input type="text"/>	Zip	75001
City	Addison	Country	<input type="text"/>
State	TX		
		Phone	469-398-4114; (469)398-4114; Mobile888-888-8888
		Email	danica.gray@solismammo.com

■ To this...

Primary Address		Preferences	
Address 1	DNC - PT MOVED	County	<input type="text"/>
Address 2	15601 Dallas Parkway	Zip	75001
City	Addison	Country	<input type="text"/>
State	TX		
		Phone	0 - <input type="text"/> <input checked="" type="checkbox"/> Mobile <input type="checkbox"/> No alternate
		Email	<input type="text"/>

4. While still on the Patient tab, click the "Patient Alerts" button (person with exclamation point)

Patient: ZTEST, App Support #1245266 (45) X Edit Patient: ZTEST, App Supp

Patient Patient Notes Attachments


General Information

Prefix

First *App Support

Last *ZTEST





Middle Suffix Birth place



5. The Patient Alerts window will populate. Check the box next to "Do Not Contact"

Patient Alerts

Search alerts

Icon	Description	Level	Notes
	Bilateral Mastectomy-NO FOLLOW UP	Patient	
<input checked="" type="checkbox"/>	Do Not Contact	Patient	
	Fall Risk	Patient	
	Hearing/Visually Impaired	Patient	
	Wheelchair Assistance	Patient	

Patient Notes

06-22-2022 Stephanie Williams -

[05-11-2020] Emergency Phone: 666-666-6666
 Sectra Notes: This patient was merged with MRN 1324982 on Dec 6 2017
 This patient was merged with MRN 1326743 on Dec 6 2017

OK Cancel

6. Click "OK"

7. Click on the Patient Notes tab to document reason for DNC

Patient: ZTEST, App Support #1245266 (45) Edit Patient: ZTEST, App Support #1245266 *

Patient Patient Notes Attachments

Patient Notes

06-22-2022 Stephanie Williams - DNC PER PT REQUEST, PT MOVED OUT OF SERVICE AREA

[05-11-2020] Emergency Phone: 666-666-6666
Sectra Notes: This patient was merged with MRN 1324982 on Dec 6 2017
This patient was merged with MRN 1326743 on Dec 6 2017
This patient was merged with MRN 1427995 on Dec 6 2017
This patient was merged with MRN 1329796 on Dec 6 2017
This patient was merged with MRN 1324072 on Dec 6 2017
This patient was merged with MRN 1326742 on Dec 6 2017
This patient was merged with MRN 1427989 on Dec 6 2017

Previous Patient Notes

Save Close

8. Click "Save"

Save Close

EDITED: 06/22/2022