

# Updating Patient Phone Numbers

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



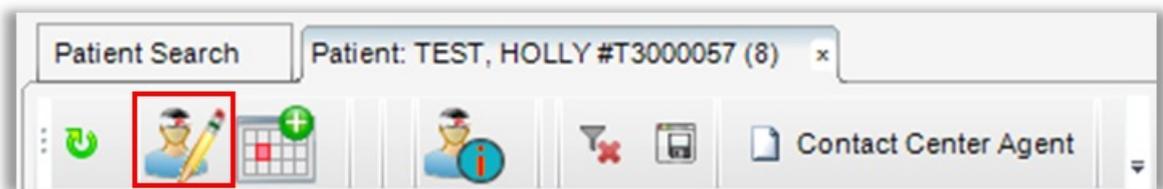
Contact Center  
eRAD RIS  
Updating Patient Phone Numbers

When updating patient phone numbers, multiple phone numbers can be entered.

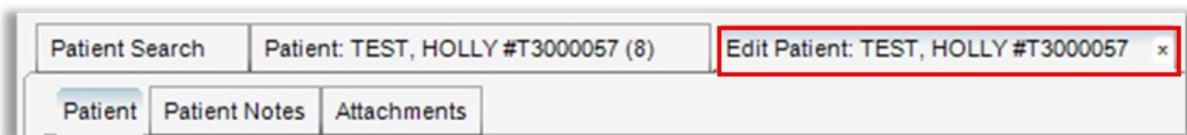
Contact Information

Address 1	<input type="text"/>	Zip	<input type="text"/>	Phone	(469) 678-1837	<input type="button" value="Edit"/>
Address 2	<input type="text"/>	Country	<input type="text"/>	<input checked="" type="checkbox"/> Mobile	<input type="checkbox"/> No alternate	
City	<input type="text"/>	Preferred contact method	<input type="text"/>	Email	<input type="text"/>	<input type="button" value="Edit"/>
State	<input type="text"/>	Preferred delivery method	<input type="text"/>			
County	<input type="text"/>	Marketing messages	<input type="radio"/> Permitted <input type="radio"/> Prohibited	<input type="checkbox"/> Do not send reminders		

1. On the Patient History, click on the "Edit Person" icon (person with pencil)



2. This opens the "Edit Patient" tab



3. Under the "Patient" tab, phone numbers can be updated

Contact Information

Address 1	<input type="text"/>	Zip	<input type="text"/>	Phone	(469) 678-1837	<input type="button" value="Edit"/>
Address 2	<input type="text"/>	Country	<input type="text"/>	<input checked="" type="checkbox"/> Mobile	<input type="checkbox"/> No alternate	
City	<input type="text"/>	Preferred contact method	<input type="text"/>	Email	<input type="text"/>	<input type="button" value="Edit"/>
State	<input type="text"/>	Preferred delivery method	<input type="text"/>			
County	<input type="text"/>	Marketing messages	<input type="radio"/> Permitted <input type="radio"/> Prohibited	<input type="checkbox"/> Do not send reminders		

4. If patient has 1 phone number:

Phone ( ) -

Mobile  No alternate

1. Type in Phone box

Phone (469) 678-1837 Edit  
 Mobile  No alternate

2. If patient has 1 phone number, make sure that the “No alternate” check box is checked

Phone (469) 678-1837 Edit  
 Mobile  No alternate

3. If cell phone/mobile number, make sure that “Mobile” check box is checked

Phone (469) 678-1837 Edit  
 Mobile  No alternate

5. If patient has multiple phone numbers:

1. Click “Edit”

Phone 0 - Edit  
 Mobile  No alternate

2. Edit Phone Numbers box will appear

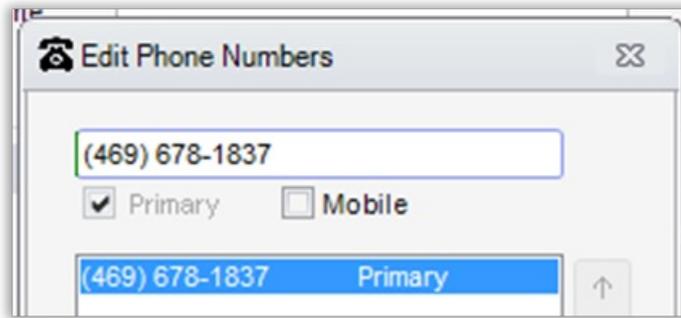
Edit Phone Numbers  
0 -  
 Primary  Mobile  
0 - Primary  
OK Cancel

3. Type in phone number to add first phone number

Edit Phone Numbers  
(469) 678-1837  
 Primary  Mobile  
(469) 678-1837 Primary

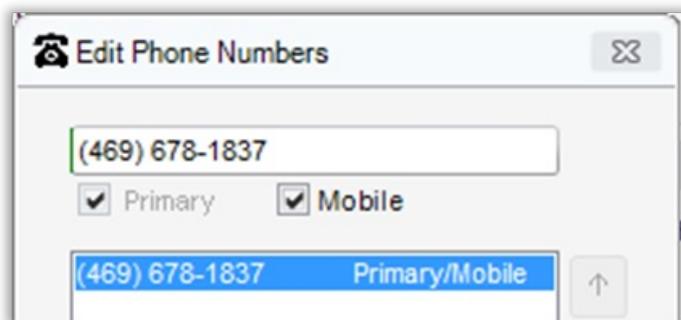
4. First phone number entered is automatically logged as “primary”

Note: After entering multiple numbers, this can be changed



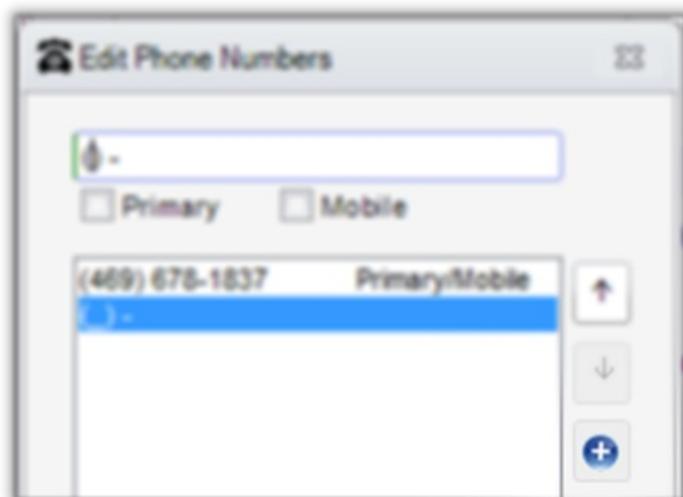
5. If cell phone/mobile number, make sure that “Mobile” check box is checked

Note: Mobile is added to the description

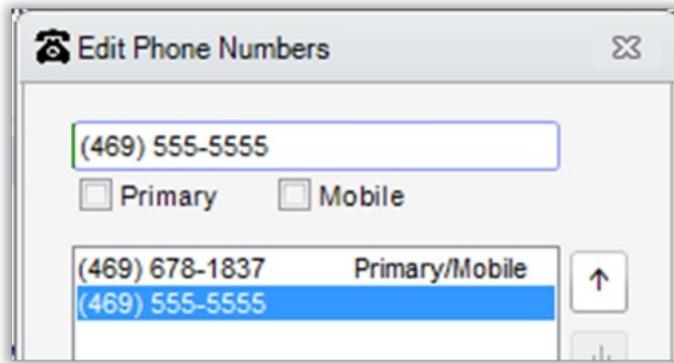


6. To add additional numbers:

1. Click plus sign

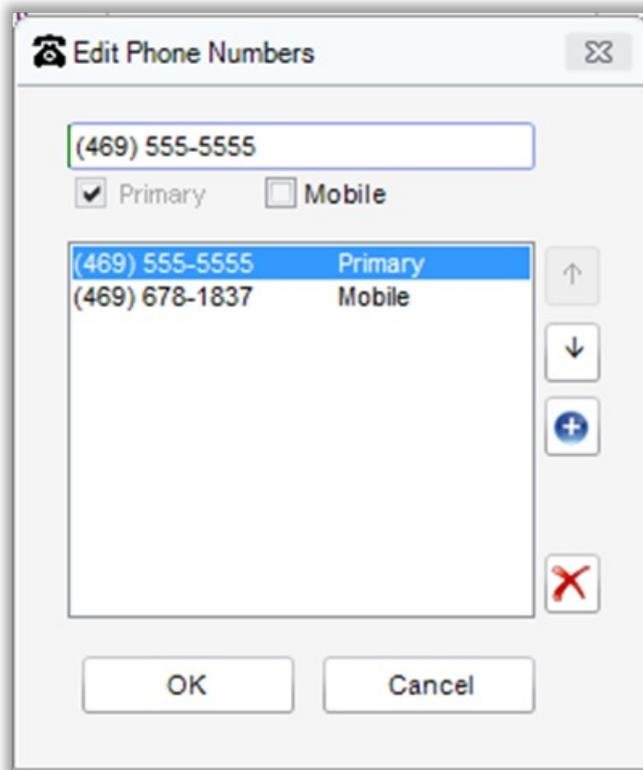


2. Type phone number in the box

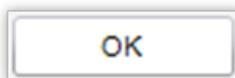


7. To change the primary number, select number and click check box for primary

Note: this changes the description



8. After all changes to phone numbers are complete, click "ok"



9. Primary phone number is listed first. Mobile number will show "Mobile"



6. Click "Save"



