

Inactivate a patient

English


Why?

At some point you may need to inactivate a patient in ResMed ReSupply. Here are some reasons why:

- The patient does not want to be contacted.
Note: If the patient wants to only receive calls or email, do not inactivate. Go to Edit Patient > Demographics > Contact Method to update their preference.
- The patient no longer receives supplies from your organization.
- The patient is on a credit hold.
- A duplicate patient record was found.

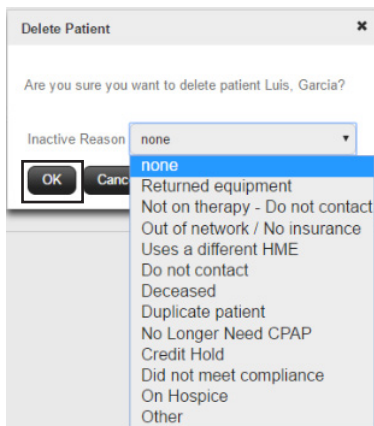
Inactivate a patient

1. Log in to ResMed ReSupply.
2. Find the patient, and click the **trash can** icon next to their name.

Actions	Last Name ↔	First Name ↔
	Luis	Garcia

* Patient identities and data are fictional.

3. In the Inactive Reason drop-down list, select an appropriate reason.



The image shows a 'Delete Patient' dialog box with the question 'Are you sure you want to delete patient Luis, Garcia?'. Below the question is an 'Inactive Reason' dropdown menu. The dropdown is open, showing a list of reasons: 'none', 'Returned equipment', 'Not on therapy - Do not contact', 'Out of network / No insurance', 'Uses a different HME', 'Do not contact', 'Deceased', 'Duplicate patient', 'No Longer Need CPAP', 'Credit Hold', 'Did not meet compliance', 'On Hospice', and 'Other'. The 'none' option is currently selected and highlighted in blue. There are 'OK' and 'Cancel' buttons at the bottom left of the dialog.

* Patient identities and data are fictional.

4. To confirm, click **OK**.

Note: Once the patient is inactivated, the patient no longer appears in the patient list searches. You can find all inactive patients under Reports > Inactive.