Resolve patients with Not on Therapy status

English

Why?
When you complete an encounter, patients can indicate that they are no longer on therapy. If a patient indicates this, then we recommend that you contact the patient to confirm their status. Complete one of the tasks in this guide based on your follow-up with the patient.

First, contact each patient on the **Not on Therapy** list to confirm if they actually stopped their therapy.

- If the patient stopped therapy, follow the **Inactivate a patient who stopped therapy** procedure below.
- If the patient is still on therapy, follow the **Reassign a protocol for a patient who still uses therapy** procedure below.
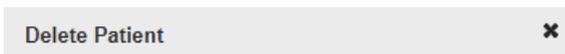
Inactivate a patient who stopped therapy
1. On the **List Patients** page, under the **Status** column, select **Not On Therapy**.
2. Find and select the patient from the patient list.
3. Click the **Trash bin** icon next to the patient's name.

* Patient identities and data are fictional.

4. In the **Status** drop-down list, select **Not on therapy - Do not contact**.

5. Click **OK**.

Reassign a protocol for a patient who still uses therapy
1. On the **List Patients** page, under the **Status** column, select **Not On Therapy**.
2. Find and select the patient from the patient list.
3. Click the **Pencil** icon next to the patient's name.

* Patient identities and data are fictional.

4. In the **Status** drop-down list, select **none**.

5. Click **Save**.
6. Click the **Protocol** tab.

7. In the **Select Protocol** drop-down list, select the relevant protocol.

8. In the **Schedule Date** calendar field, select the date when the patient will become eligible for new supplies.
   For example, 90 days after the patient received their most recent supply order.

9. Click **Assign Protocol**.

When this protocol schedules outreach calls, the patient will now be contacted.

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