



Manage Duplicate Patient Profiles

TMIP-J EHR Systems

Update / Edit Patient Demographic Profiles

When patient demographic information is entered incorrectly, it must be updated to the correct information as soon as operationally possible. An exception to this would be when a patient is admitted to the facility with a Trauma/Pseudo name or person ID. The Trauma/Pseudo demographics should remain the same until the patient is discharged. When the patient is discharged, the demographic information should be updated to the correct patient information. Before assigning a pseudo identity, every effort should be made to obtain the correct patient demographics. Follow these steps for updating demographics in TC2/AHLTA-T:

AHLTA-Theater Demographic Edit

1. Log into AHLTA-Theater.
2. Search for the patient that requires the demographic updates.
3. Click on the patient name in the list **ONE TIME** to highlight.
4. The 'Edit Patient' button will become available.
5. Click **Edit Patient**.
6. Update all info to reflect correct demographics.
 - Name
 - DOB
 - PATCAT/Service/Rank
 - Deployed Unit
7. Click **OK**.

*Most demographic updates/corrections may be made in **AHLTA-T first**. The **ONLY EXCEPTION** to this is when a Person ID/SSN needs to be updated at a site with a TC2 database; in that case, to update the patient's Person ID/SSN you must update the Person ID/SSN in TC2 first and then make the changes to AHLTA-T. ***EXCEPTION: DO NOT UPDATE SSN IN AHLTA-T FIRST; SSN MUST BE UPDATED IN TC2 FIRST AND THEN AHLTA-T****

TC2 Demographic Edit

1. Log into TC2.
2. Search the patient to be updated **ROM > FRG > Select Patient: [Enter Patient Name]**
3. To edit the patient's SSN or PSSN, edit the Person ID field.
4. A **Warning**: will pop up asking if you are sure you want to make the change. Type **Y > [ENTER]**

If demographics in AHLTA-Theater or TC2 are locked for editing, contact your local Systems Administrator. There is limited ability to edit demographics that populate the TMIP Systems via CAC scan.

Duplicate Record Procedures

Do not update any demographic information on the inpatient Trauma or duplicate record in TC2 or in AHLTA-T until the patient is discharged or the clinic visit has been completed.

If a patient has two separate profiles in TMIP-J EHR systems, the profiles must be identified, flagged or linked in order to alert medical staff to utilize the correct patient and to ensure maximum records accessibility across the entire continuum of care.

AHLTA-Theater Duplicate Patient Profiles

Unfortunately, there is no way to link or merge duplicate patient profiles in AHLTA-T. Duplicates in AHLTA-T only occur if a patient is registered under two different Person IDs/SSNs. This is likely to occur when a patient's Person ID/SSN has been manually entered incorrectly into the AHLTA-T database OR when a patient has been registered with a Trauma/Pseudo profile when a correct patient profile already exists. The designated member for updating demographics in AHLTA-T should follow these steps to identify a patient as a duplicate patient.

1. Update the **Correct** patient's demographics to reflect the patient's complete correct demographic profile.
2. Search the **Incorrect/Duplicate** patient.
3. Click the patient ONE TIME to highlight.
4. Click **Edit Patient**.
5. Edit the last name of the **Incorrect/Duplicate** patient to reflect **[Last Name]-DUPLICATE**.
Example: John Smith becomes John Smith-Duplicate
6. Delete any existing text from the **Deployed Unit** field and free text **DUPLICATE** into the field.

If records exist in both AHLTA-T profiles, the user must ensure that the records from the incorrect profile are printed and scanned into TMDS under the correct patient profile and ensure the profiles in TMDS are appropriately linked.

When patients are duplicated on the AHLTA-T system, the designated member for managing patient records should ensure that the duplicate patient profiles are linked in Theater Medical Data Store (TMDS).

TC2 Duplicate Patient Profiles

If a patient has duplicate profiles in TC2, the profiles must be identified as duplicate patients. Once patient profiles have been identified, the patient profile that is flagged as the duplicate will display a message alerting the clinical user the patient is a duplicate when selected. Clinical users must select the duplicate profile to view past medical documentation accomplished on the duplicate patient.

If the patient is given a Trauma/Pseudo name, all lab and rad orders will initially be ordered under that Pseudo Social Security Number/Person ID (PSSN) assigned. The Trauma/Pseudo name and PSSN should be used throughout the patient care process (from admittance to discharge). The information will be updated after the patient has been dispositioned.

1. Log into TC2.
2. Navigate to the Identify Duplicate Patient menu **ROM→PMM→IDP**
3. Enter the **Duplicate Patient** or incorrect patient demographics
4. Select the appropriate patient from the list if prompted
5. In **Correct Patient** field, enter the Correct Person ID(SSN),
6. Select the correct patient from the list if prompted.
7. Select **File/Exit**.

When a duplicate patient profiles exist in TC2, the designated member for managing patient records should ensure that the duplicate patient profiles are linked in Theater Medical Data Store (TMDS).

Link Theater Medical Data Store (TMDS) Records (TMDS Facility Admin Tab)

To ensure continuity of care, patient safety and maximum records accessibility patient profiles that have been duplicated on any local AHLTA-Theater or TC2 database must have the duplicate patient profiles linked in TMDS

1. Log into TMDS.
2. Click the **Facility Admin** tab.
3. Select **Link Patients**.
4. Click **Search hyperlink** to search for the **Duplicate** and **Correct Patient Demographics**.
5. Enter the **Justification** for linking the patient profiles in free text box.
6. Select **Link Patients**.
7. A Warning dialogue box will open. Ensure all patient information is correct before proceeding.
8. Click **OK**.
9. A **Success** message will display.

*When patient profiles have been linked in TMDS, the duplicate patient information will be listed in the **Duplicate Patients** tab. Multiple duplicate profiles may be linked to the correct patient profile if necessary.*

Hard Copy Medical Records

Hard copy medical records may require new labels prior to sending for retirement or uploading to TMDS. If the patient's name was changed in the system, the designated personnel need to ensure that the hard copy medical records/loose documentation reflect the correct information.