



## **?** Merge Duplicate CB Accounts

When working in CB, duplicate accounts may be identified. These accounts must be flagged in the CB system for the Registration department to merge.

1. Identify duplicate accounts
  - a. Ensure the accounts are really duplicate by cross-referencing the date of birth, address, and/or other registration elements
  - b. Write down both MRNs, which will be required in the step 3

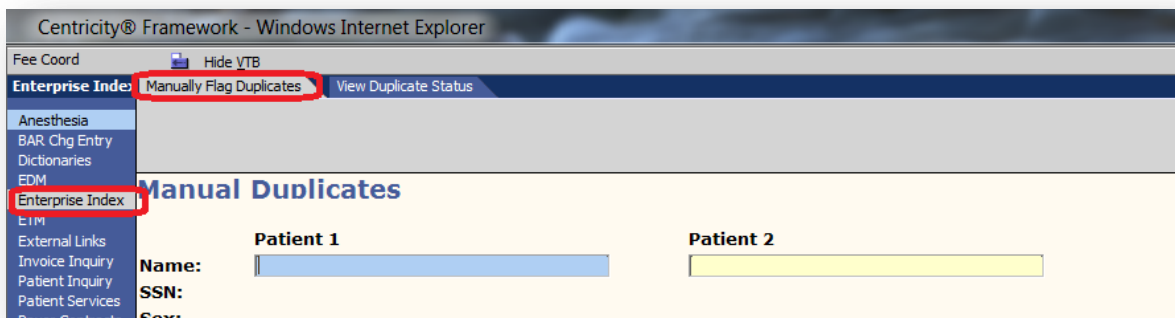
*In this example, searching for "Smith, Girl" resulted in identifying 2 accounts with the same DOB & address, and therefore are suspected to be duplicates*

| Name                   | MRN              | Date of Birth | Street or City Address     |
|------------------------|------------------|---------------|----------------------------|
| [REDACTED]             | [REDACTED]       | [REDACTED]    | [REDACTED]                 |
| Fr [REDACTED] ca       | 1 [REDACTED] 837 | 07/17/2013    | 1550 [REDACTED] RUCE DRIVE |
| Aka: [SMITH,GIRL]      |                  |               |                            |
| Aka: [SMITH,Baby Girl] |                  |               |                            |
| Smith,Baby Girl        | 1 [REDACTED] 270 | 07/17/2013    | 1550 [REDACTED] RUCE DR    |
| Aka: [SMITH,GIRL]      |                  |               |                            |

1XXX837

1XXX270

2. In the vertical tool bar, click *Enterprise Index*, then click *Manually Flag Duplicates* in the horizontal tool bar



3. In the *Patient 1* field, enter the first of the 2 MRNs, and in the *Patient 2* field, enter the second MRN
  - a. Enter the MRNs preceded with a period (e.g. .1XXX837)
4. Enter any desired comments in the comment field (see screenshot on next page)



### Manual Duplicates

|  |  |
|--|--|
| <p><b>Patient 1</b></p> <p>Name: FR [REDACTED] CA</p> <p>SSN:</p> <p>Sex: F</p> <p>DOB: 07/17/2013</p> <p>Phone: [REDACTED]</p> <p>MRN: 1 [REDACTED] 837</p> | <p><b>Patient 2</b></p> <p>SMITH, BABY GIRL</p> <p>F</p> <p>07/17/2013</p> <p>1 [REDACTED] 270</p> |
|--|--|

Message:

Already on Worklist?

Weight from Worklist:

Status from Worklist:

[Duplicate Comments](#)

5. Click **OK**
  - a. The data in the fields will flash, a check mark will appear next to *Already on Worklist?* and *Status from Worklist:* will display **New Manual**

Message:

Already on Worklist?

Weight from Worklist:

Status from Worklist:

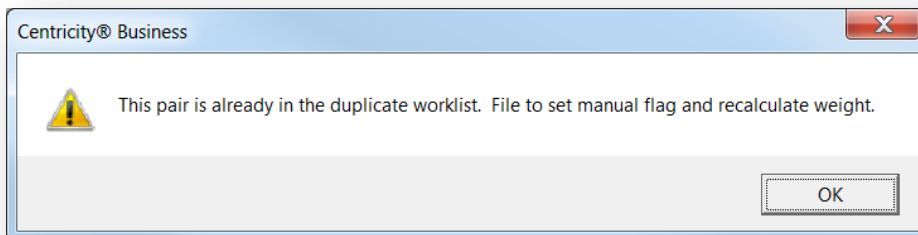
Message:

Already on Worklist?

Weight from Worklist:

Status from Worklist: NEW MANUAL

- b. If the accounts have already been identified in CB as duplicate, the following message will display:



6. Continue with additional duplicates as required, or click **Cancel**, navigate to another activity, or exit CB.