



# New Duplicate Patient Registration Portal

Central Registration

# Agenda



- What is a Duplicate Account?
- The Impact of Duplicate Accounts!
- How do you submit a Duplicate Account merge request in the NEW Portal?
- If you have access to our current portal, you will have access to the NEW Portal.



# Helpful Tips!

## How do you search for a patient in Cbiz?

- Do NOT search using the patient's full name.
- It was recommended by Centricity Business to search using the following **search methods in the Patient Services field:**
  1. **First 3 letters of Last & First Name;Year of birth**  
**Example: Mickey Mouse      Mou,Mic;1986 (do not add any spaces)**
  2. **Medical Record Number:** enter an "A" followed by MR# **Example:**  
**A123456**
  3. **SSN:** enter an "S" followed by the patient's SSN  
**Example: S123456789**



# Cbiz: Patient Search

Patient Services  
Invoice Inquiry  
Comments  
TES  
Task Manager  
Fin Activities  
EDI  
Claim Forms  
Dictionaries  
View Fee Schedu  
DBMS  
Enterprise Index  
Links  
Select HMO/Org

Select Patient▼

### Patient Services

Name:

**Registration**

Home:  
Work:  
Email:  
Ins:  
Upd:                      By:

[Demographics](#)  
[Insurance](#)  
[Eligibility List](#)  
[Patient Inquiry](#)

**Financials**

[Current Stmt Balance](#)

[Financial Inquiry Case List](#)  
[Patient Financials](#)

**Appointments**

Last:  
  
Next:  
  
[Appointment List](#)

**Chart Tracking**

**Referrals**

[Referral List](#)

**Visits**      [Visit List](#)

Action Code:



# What is a Duplicate Account?

Accounts created as a result of patient identification errors.

☐ Please see example below

Patient Selection				
Patient Name	Date Of Birth	Sex	MRN	Address
DOE,JANE	05/30/1941	F	E1438156	GENERAL DELIVERY
AKA: [ DOE9000100967,SAGE ]				
DOE,JANE	05/30/1941	F	E1438172	GENERAL DELIVERY
AKA: [ DOE9000100967,SAGE ]				



# What is a Duplicate Account contd..

\* When you see an "X" in front of the patient name, this specific account has already been **deactivated in Cbiz; this Duplicate Account was Merged.**

Patient Selection				
Patient Name	Date Of Birth	Sex	MRN	Address
xTESTERMAN,JOSEPH	04/30/1959	M	E1235704	11528 PEBBLE HILLS BLVD
AKA: [ TESTERMAN,JOSEPH EAR				
TESTERMAN,JOSEPH E	04/30/1959	M	E2130472	11528 PEBBLE HILLS BLVD
AKA: [ TESTERMAN,JOSEPH EAR				



# Impact of Duplicate Accounts

- Reimbursement Losses
- Time and resources to correct
- Liability concerns
- Compromised Care/Threat to Patient Safety

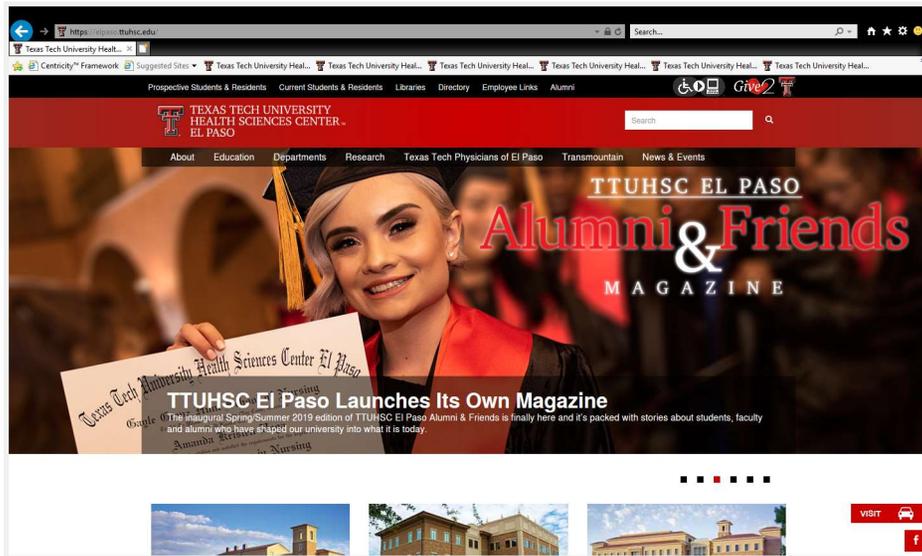


# New Portal features:

- ❖ **Auto-populate**- Patient information is auto populated once the E# is entered
- ✓ You will no longer have to manually enter the Patient E#, Name or DOB.
- ❖ Cbiz user has the ability to request up to 4 Duplicate Accounts by selecting the option, "Add another section" in the Request Screen.
- ❖ Cbiz user has the ability to check the status on their Duplicate Account Request.



# How do I access the new portal?



- 1) Log on to TTUHSC El Paso website
  - 2) Select Employee Links
  - 3) Items of General Interest
  - 4) Internal Applications
  - 5) Duplicate Patient Registration application
  - 6) Sign-in with Eraider credentials\*\*
- \*\*you will only be able to sign-in successfully if your Access is Activated in the system.



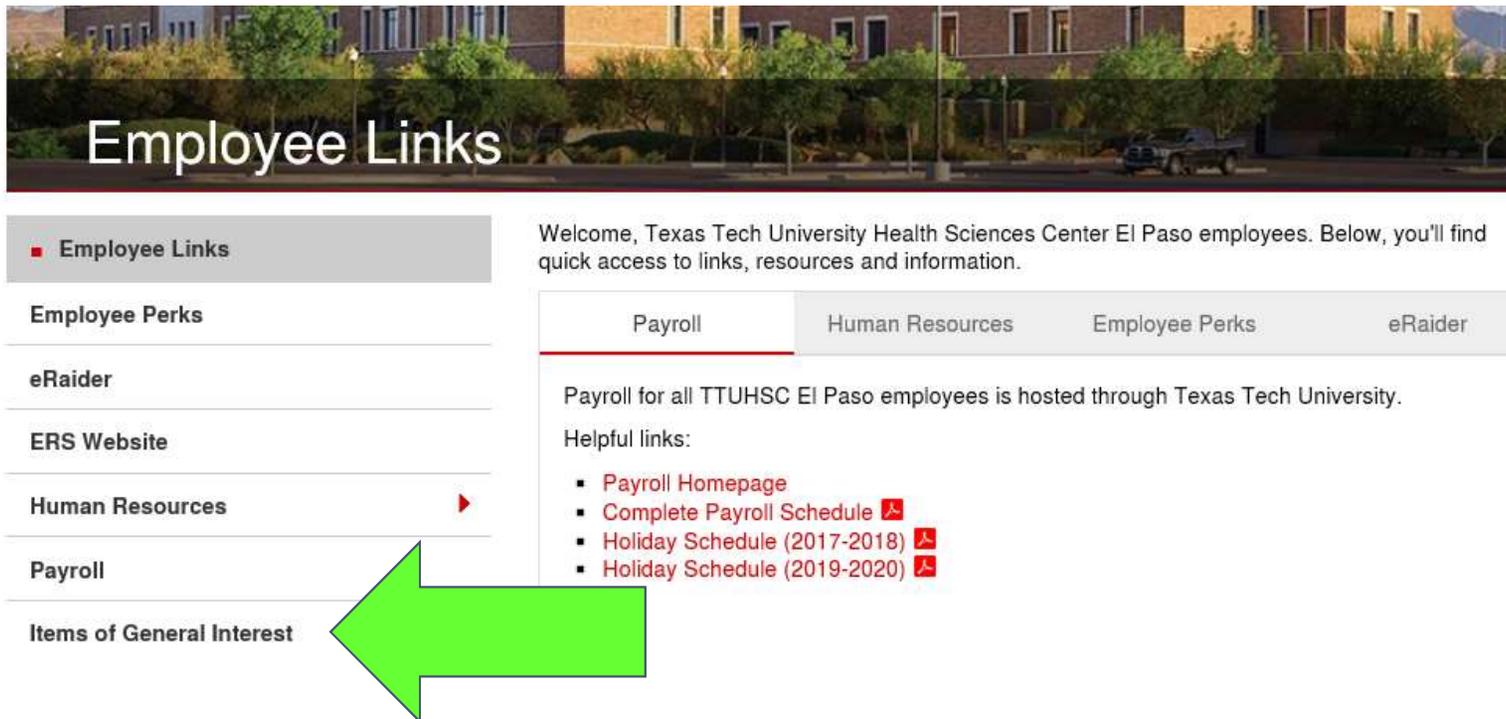
# Step 1: Click on Employee Links



Home Employee Links



# Step 2: Click on Items of General Interest



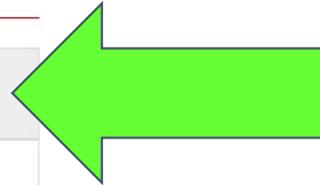
The screenshot shows the 'Employee Links' page. On the left is a navigation menu with the following items: Employee Links (selected), Employee Perks, eRaider, ERS Website, Human Resources, Payroll, and Items of General Interest. A large green arrow points from the 'Items of General Interest' menu item to the 'Payroll' section of the main content area. The main content area has a header with tabs for Payroll, Human Resources, Employee Perks, and eRaider. The 'Payroll' tab is active and contains the following text: 'Welcome, Texas Tech University Health Sciences Center El Paso employees. Below, you'll find quick access to links, resources and information.' 'Payroll for all TTUHSC El Paso employees is hosted through Texas Tech University.' 'Helpful links:' followed by a list of links: 'Payroll Homepage', 'Complete Payroll Schedule', 'Holiday Schedule (2017-2018)', and 'Holiday Schedule (2019-2020)'. Each link in the list has a small red icon to its right.



# Step 3: Click on Internal Applications

## Items of General Interest

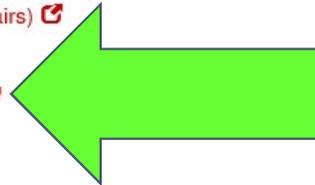
TTUHSC El Paso Links	EPCH Links	UMC Links	Internal Applications
<ul style="list-style-type: none"><li>▪ <a href="#">Ambulatory Staff Bylaws</a> </li><li>▪ <a href="#">El Paso EMR</a> </li><li>▪ <a href="#">e-Raider Website</a> </li><li>▪ <a href="#">iRIS</a> </li><li>▪ <a href="#">Libraries of the Health Sciences</a></li><li>▪ <a href="#">Texas Veterans Portal</a> </li><li>▪ <a href="#">Policies and Procedures</a></li><li>▪ <a href="#">Send a Message to a Pager</a> </li><li>▪ <a href="#">SmartForce Campus e-Learning Server</a> </li><li>▪ <a href="#">Staff Senate</a></li><li>▪ <a href="#">TTUHSC El Paso Cerner Ambulatory EMR</a> </li><li>▪ <a href="#">TTUHSC El Paso Occurrence Report electronic form</a> </li><li>▪ <a href="#">TTUHSC El Paso PACS ZFP</a> </li></ul>			



# Step 4: Click on Duplicate Registration Portal

## Items of General Interest

TTUHSC El Paso Links	EPCH Links	UMC Links	Internal Applications
<ul style="list-style-type: none"><li>▪ <a href="#">Document Imaging Search</a> </li><li>▪ <a href="#">Consult Online System</a> <ul style="list-style-type: none"><li>- <a href="#">IM Consult On-line System Instructions</a> </li></ul></li><li>▪ <a href="#">MPIP Document Repository</a> </li><li>▪ <a href="#">Faculty Recruitment Tracking (CandidateTrack / Faculty Affairs)</a> </li><li>▪ <a href="#">Mail Payment Log</a> </li><li>▪ <a href="#">New Chart Request / Central Registration</a> </li><li>▪ <a href="#">Duplicate Accounts Merge Request / Central Registration</a> <ul style="list-style-type: none"><li>- <a href="#">Duplicate Account Merge Instructions</a> </li></ul></li><li>▪ <a href="#">MPIP Receipt Writer</a> </li><li>▪ <a href="#">Time Clock Legacy - Employee</a> </li><li>▪ <a href="#">Time Clock Legacy - Admin</a> </li></ul>			



# Step 5: Log In with Eraider credentials



TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER™

You are entering a Secure Service - please log in!

Enter your Username and Password

**Username:**

**Password:**

| [clear](#)

[Forgot your password?](#)  
[Forgot username?](#)



# New Portal Home Page

 TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER  
EL PASO

## Duplicate Patient Registration

[ Sign Out ]  
Judy Carrillo

Home Catalogs ▾ Request ▾ Reports ▾ Role ▾

## Duplicate Patient Registration

Show 25 entries Search:

Transaction Id	Date	Patients	Created By	Actions
No data available in table				

Showing 0 to 0 of 0 entries Previous Next



# Example

- You will need the duplicate account, (E#'s).
- On your home page, Select Request and select "Create from the drop list.
- Proceed to the next page and this is where you will enter your duplicate accounts E#'s

The screenshot shows the 'Duplicate Patient Registration' page. At the top left is the Texas Tech University Health Sciences Center El Paso logo. The page title is 'Duplicate Patient Registration'. In the top right corner, there is a '[ Sign Out ]' link and the user name 'Judy Carrillo'. Below the title bar is a navigation menu with 'Home', 'Catalogs', 'Request', and 'Reports'. The 'Request' menu is open, showing 'Create' and 'List' options. A large green arrow points to the 'Create' option. At the bottom of the page, there is a 'Show 25 entries' dropdown and a search box.

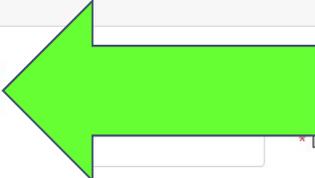


# Entering a Merge Request

Add Request

**Patient Information**

* MRN:	<input type="text" value="E999999"/>	<input type="button" value="Search Patient"/>		
* First Name:	<input type="text"/>	Middle Name:	<input type="text"/>	* Last Name: <input type="text"/>
* Date of Birth:	<input type="text" value="mm/dd/YYYY"/>	Comments:	<input type="text"/>	



**Patient Information**

* MRN:	<input type="text" value="E999999"/>	<input type="button" value="Search Patient"/>		
* First Name:	<input type="text"/>	Middle Name:	<input type="text"/>	* Last Name: <input type="text"/>
* Date of Birth:	<input type="text" value="mm/dd/YYYY"/>	Comments:	<input type="text"/>	



# Patient Search

**Patient Search** ×

#1     
Account/MRN      Use full or partial last name, one word      Date of Birth

#2

Account	Patient Name	DOB	Hospital MRN	Address
E1234561				APT E 7828 WEST DR

#3



# Submit Merge Request

**Patient Information**

\* MRN:

\* First Name:  Middle Name:  \* Last Name:

\* Date of Birth:  **Comments:**

**Patient Information**

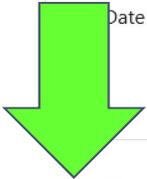
\* MRN:

\* First Name:  Middle Name:

\* Date of Birth:  **Comments:**

\* Last Name:

Enter comments if necessary



# Final Alert

- The system will provide you with the following alert before you submit the request.
- If you select NO- the system will return you back to the Add Request Screen.
- If you select YES- the merge request has been submitted.

Create Request ×

Are you sure you want to create the Request?

Yes

No



# Adding a request

- To enter your merge request Click on "Search Patient" icon.
- Enter the duplicate account E# (with no period)
- The system will search for the E# and provide the results of your search.
- Once you confirm the patient account, the system will auto populate the required fields; MRN Field, Patient First and Last Name and DOB.
- Repeat the same process for the additional Duplicate Account(s) and click "Save".
- If you have the incorrect E#, the system will not provide a match.



# Merge request is now complete

- **Duplicate merge requests in CBiz** will be reviewed by Central Registration within 24 to 48 hours.
- After the merge request is reviewed and merged, you may check the Status and Processed Date by selecting:
- "Request" from the Home Page and select "List" from the drop list.
- Enter date of request in "Start to End Date Range" & click the "Search Requests" icon.
- Identify your request and view the Status and Processed Date.



# Check Status of Merge Request

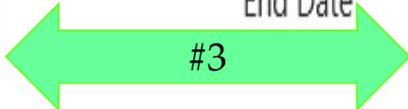


The screenshot shows the top navigation bar of the Texas Tech University Health Sciences Center El Paso website. The header is red with the university logo and name on the left, and the word "Duplicate" in large white text on the right. Below the header is a dark grey navigation bar with a hamburger menu icon, "Home", "Catalogs", "Request", and "Reports". A green arrow labeled "#1" points to the "Request" menu item. A dropdown menu is open under "Request", showing "Create" and "List". A second green arrow labeled "#2" points to the "List" option. Below the navigation bar, the text "Duplicate Patient registration" is visible.



# Enter Date of Merge Request

Find Requests

Start Date   End Date

---



# View status and processed date

## Find Requests

Start Date

09/12/2019

End Date

09/12/2019

Search requests

Show 25 entries

Transaction Id	Requested Date	Requested By	Patients	Status	Processed Date	Requested Department
76	09/12/2019 15:47:42	Judy Carrillo	CHRISTINA C KENDRICK KRISTINA KENDRICK	Complete	09/16/2019 11:22:53	MPIP Central Registration Elp

Showing 1 to 1 of 1 entries



# Frequently asked question

- Central Registration is responsible for merging duplicate accounts in Cbiz.

If the accounts that are submitted have not been merged in EMR, please contact the EMR Team for an update.



Thank you!

For helping us keep our Cbiz system clean of  
Duplicate Accounts.

