

Merge Duplicate Patient Records

Duplicate records will prevent a patient from entering the portal so it is important these are merged. You may not have permission to do this, if not please contact Amplitude Customer Support who can do this for you.

Search for the patient so you can see both records.

Use the **blue information icon** to decipher which record has the most patient detail e.g. email, NHS number, address etc. and to double check these are **definite duplicates**.

Gold CONSULTANT, DEMO

My Dashboard

WORKLIST
3 ITEMS FOR 12 SEP 2019 - 12 SEP 2019

TASKS
7 CLINICIAN 5 PATIENT

ADD PATIENT FIND PATIENT

FIND PATIENT

Hospital Number NHS Serial Number

Date of Birth Name
demo1

Pathway Type Owner
Include All My Patients Only

Search

Name	Pathway	Owner
i CR00003075 DEMO1, Demo (U, 01 Jan 1900) NHS: Unknown HOSP: 000 CREATE A NEW PATHWAY FOR THIS PATIENT	Knee Pathway (Right) 12 Sep 2019	CONSULTANT, Demo Pathway Active
i CR00003035 DEMO1, Demo (U, 01 Jan 1900) NHS: Unknown HOSP: 000 CREATE A NEW PATHWAY FOR THIS PATIENT	Knee Pathway (Left) 05 Sep 2019	CONSULTANT, Demo Pathway Active
	Foot and Ankle Pathway 03 Jun 2019	CONSULTANT, Demo Pathway Active

Create a New Patient

On the record with the most detail click the blue information icon and click 'Edit Patient'.

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demo1

Pathway Type Owner
Include All My Patients Only

Search

Name	Pathway	Owner
i DEMO1, Demo (U, 119y) SERIAL NO: CR00003035 NHS NUMBER: Unknown HOSP: 000 BORN: 01 Jan 1900	Knee Pathway (Right) 12 Sep 2019	CONSULTANT, Demo Pathway Active
i DEMO1, Demo (U, 119y) SERIAL NO: CR00003035 NHS NUMBER: Unknown HOSP: 000 BORN: 01 Jan 1900	Knee Pathway (Left) 05 Sep 2019	CONSULTANT, Demo Pathway Active
	Foot and Ankle Pathway 03 Jun 2019	CONSULTANT, Demo Pathway Active

EDIT PATIENT

Create a New Patient

Scroll to the bottom of the screen and click 'Other Actions' then click 'Find and Merge Duplicate Patients'.

The screenshot shows a patient profile form with the following fields: Email Address (test@test.com), Alternate Email Address, Address, Postcode, Telephone, Mobile, and Deceased (NO). At the bottom, there is a 'Patient Consent Status (click to expand)' section. A dropdown menu is open, showing options: Audit Trail, Access History, Email Audit, Reset Security Question, Find and Merge Duplicate Patients, and Delete. The 'Find and Merge Duplicate Patients' option is highlighted with a yellow arrow. Below the dropdown are buttons for 'Save', 'Cancel', and 'Other Actions'.

The system will then automatically search for any matching records, next to the matching patient click **Merge**.

The screenshot shows the 'My Dashboard' search interface. It includes a navigation bar with icons for home, list, add, search, bar chart, calendar, settings, and help. The main content area displays patient information: DEMO1, DEMO (U, 119Y) with SERIAL NO.: CR00003035, NHS: UNKNOWN, and HOSP: 000. Below this is a search form with fields for Hospital Number, NHS, Forename (Demo), and Surname (Demo1), and a 'Search' button. A search result is shown: DEMO1, Demo (U, 01 Jan 1900) with NHS: Unknown and HOSP: 000. A yellow arrow points to the 'Merge' button next to the search result.

The duplicate should then disappear and the records will be merged.

The screenshot shows the 'My Dashboard' search interface after a search. The search form and patient information are the same as in the previous screenshot. However, the search result area now displays 'NO MATCHING PATIENTS FOUND' in red text, with a yellow arrow pointing to it. The 'Merge' button is no longer visible.