

Cannot Pull up A Patient/Chart

If you cannot pull up a patient, please try the following:

- When searching for the name or chart number, try under both Active and Discharge bullet.
- Make sure the program filter is correct or remove any specific program listed.
- Try the search using both name and chart number.
- Try searching for the name by entering the last name as well as the first. Sometimes the referral gets entered with the first name as last and last name as first. Also, if you key an apostrophy in the referral, you will need to enter it the same way when you pull up the patient, i.e. O'neal.
- From Point of Care, synchronize your data and then leave the synchronize window open. When the synchronize is finished, a button will appear that says Recover one chart number. Click on that button, then enter the chart number you are missing and click on the same button to recover. A message might appear saying this chart number already exist on the database, do you want to replace? Click on yes. A message will appear when patient has been recovered. Now try the lookup again.
- If the patient is missing in Point-of-Care after synchronizing then check in Barnestorm Office to make sure the patient has a program and payer number in the Referral. If the program and payer is missing, the patient/chart will not show up in Point-of-Care. The appropriate member of staff will need to update the Referral to include the program and payer information. POC user will need to sync to get the update. The patient/chart should now be accessible to POC users.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50317.aspx>