Cannot Locate a Patient/Chart

There are several reasons why a chart may not be viewable, please see tips below.

If you cannot locate a patient in Barnestorm Office or Barnestorm POC, 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 apostrophe 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, the Select Patient screen has a 'Recover Chart' button. Select the button and add the six-digit chart number with the number of days to recover. Click the 'Search' button and then click the 'Recover' button.
- 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.

☐☐ Last updated: 8/14/2025

☐☐ Need help? Contact Barnestorm Support

Cannot Locate A Patient/Chart

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50317.aspx