How to correct a patient's medical record number
when a patient has more than one medical record number

Scenario: One patient with more than one medical record number.

Step	Responsible Party	Steps
1	User who discovers error	Email HIMRegistrationAssistance@utmb.edu and call HIM 409-772-1744, with the requested to change the information and a brief explanation of the scenario, including both source and target patient MRNs, names, encounter date, account number, and a brief explanation of the scenario.
2	HIM	Email & call Blood Bank for approval to proceed. * If request is denied, Nurse Manager/Administrator makes the final decision.
3		HIM & Nurse Manager/Designee identify physician & nurse responsible for completion of procedures.
4		HIM identifies the Epic data on the patient that is to be merged.
5		Once clinicians agree to begin, HIM notifies email group.
6	Provider	Discontinue all orders if applicable. Print reports/documents in preparation for merge process.
7	Nurse Manager or Designee	Notify all unit personnel that documentation in the patient's Epic EMR cannot occur during the merge process.
8	HIM	Notify email group that merge is complete.
9	Ancillary & Billing	Update systems and follow internal procedures.
10	Nurse Manager or Designee	Reprint armband, labels, lab requests, and other material with the correct MRN if applicable.
11	Providers	Enter appropriate orders if applicable.
12	Providers/Nurse Manager or Designee/Ancillaries	Monitor any orders that were in process to make sure the results make it to the merged patient's medical record if applicable. Clinicians may have to call ancillary departments for some results.
13	Providers/Nurse Manager or Designee	Review all information on the merged patient's paper medical record & Epic EMR for accuracy.

Definitions:
Source Patient - Duplicate MRN that was incorrectly registered.
Target Patient - Correct MRN for the patient.