CRStar Insights
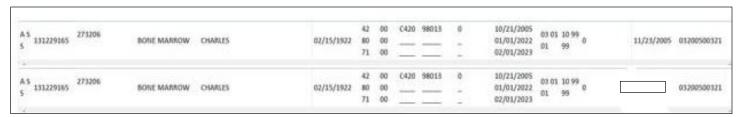## Encountering Duplicate Listings in CRStar

This Insight highlights *a <u>very specific scenario</u>*.

When viewing the patient lookup screen in CRStar, a user may periodically find a patient that is listed twice. If it is <u>not</u> a true duplicate, you will see that the Date of Last Contact is blank on one of the primaries.

In this scenario, <u>do not</u> use the "delete" function as this will delete the patient from the database. Instead, follow the instructions below to resolve the view on the patient lookup screen.

<u>* The Date of last contact (DOLC) is blank in one or more of the primaries</u> as shown below.
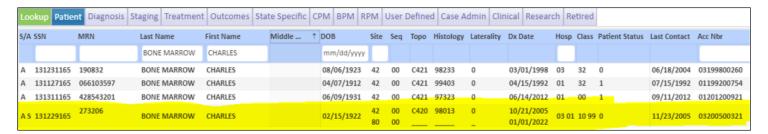

Select one of the suspense cases and go directly to the Outcome screen

- Enter the appropriate DOLC, if blank, and hit save.
- If there are multiple primaries, more than one case may need to be addressed.

This process merges the cases together

Looking the case up again, will now show the patient and all primaries only listed one time.

Support Available at www.mycrstar.com

HealthCatalyst