Deactivate or Reactivate Patients and Accounts

Patients and accounts can be inactivated or reactivated either individually or as a group based on common criteria.

Inactivate Individual Patients or Accounts

- From the *Main Menu*, click **Patients & Accounts**.
- Type in the patient or account name and locate the correct record.
- Click Remove . If there has been any activity on the patient or account, you will get a message that the record can't be deleted. Click OK.
- The question "Do you want to INACTIVATE this person?" will appear. Click Yes.
    - You must delete all recall and appointments from the patient record before the patient can be inactivated.
    - Any receivables on an account must be cleared before the account can be inactivated.

Reactivate Individual Patients or Accounts

- Click Search on the *Main Menu* screen, and type "inactive".
- Click **List inactive accounts** or **List inactive patients**. The *List of inactive patients* or *List of inactive accounts* screen will open.
- Click Search to locate the patient or account you want to reactivate, then click Remove.
- The question "Do you want to activate this patient (or account)?" will appear. Click Yes.

Inactivate or Reactivate Groups Based on Common Criteria

- Click Search on the *Main Menu* screen, and type "inactive".
- Click **NACMNT – Manipulate inactive accounts and patients**. The *Inactive patients and accounts* screen will open.
- Use the standard Turboscan options to choose groups of accounts or patients to either inactivate or reactivate.

Questions? Contact the staff at Datacon for help.
www.datacondental.com
Phone: (800) 773-7878
Email: info@datacondental.com