# Find existing patient

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Locate and open a patient's record. This article provides tips and advice, like how to narrow the search results and what to do if you can't find a patient.

## Searching for a patient

This section explains how to locate a patient's record and what to do if you can't find it. When billing, a patient's record is opened after they have been attended.

To find and open a patient record:

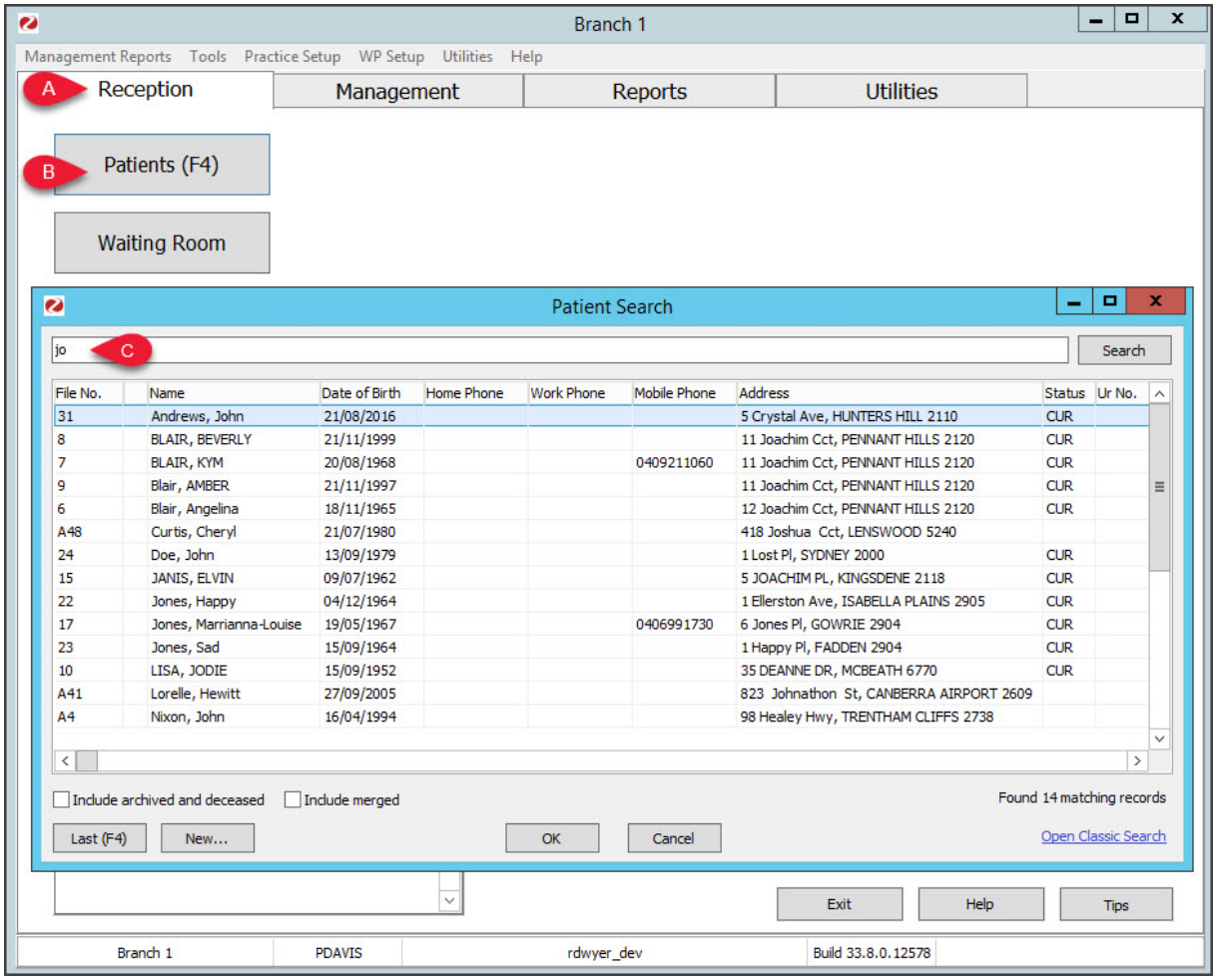
1. Go to the **Reception** tab.
2. Select **Patients**.

   This will open the **Patient Search** screen.
3. Enter the patient's name into the **Search** field.
4. Select **Search.**

   If there are many results, you can narrow the search by entering the patient's first and last name in the following format: *lastname, firstname.* You can also use Classic Search to search using other parameters, as explained in the section below.
5. Select the patient.
6. Select **OK**.

   The patient's record will open.

   **Tip**: To open the last patient record you had open, **press F4 twice**. The **Patient Search** then the patient record will open.




### If you can't find the patient

If you entered the patient's full name, the spelling in their record may be different. Try searching with the first few letters of the first or second name. If a patient is deceased or their record archived, select **Include archived and deceased** to broaden the search. If you cannot find the patient, they may not be in the system and a new record will need to be created.

To learn how, see the New patient article.

### Additional search parameters (Classic Search)

The **Open Classic Search** link in the lower right gives access to additional search parameters including the patient's address, birth date, phone number, Medicare number, IHI number, Medicare number, DVA number, file number and invoice number.

Helpful hints:

- Separate each search term with a space.
- Do not use spaces in the phone number.
- Date of birth fields are dd/mm/yyyy or dd/mm/yy (including forward slash).
- To search for a patient file number, start the search term with * with no spaces in between.
- To search for an invoice number, start the search term with # with no spaces in between.

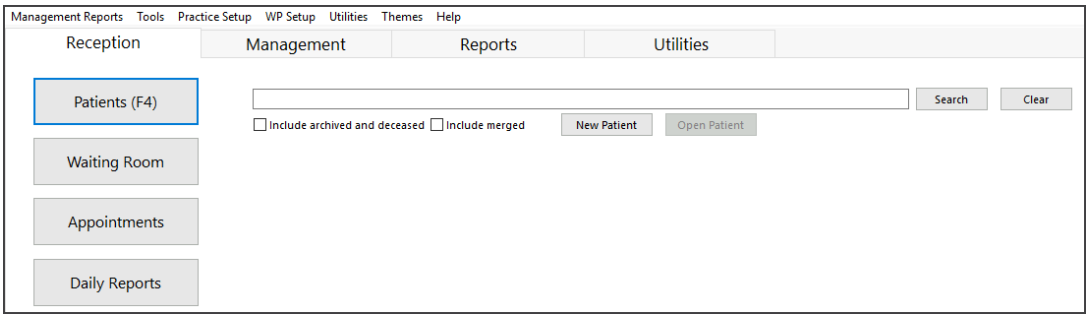
## Embedded patient search

Requires Zedmed v38.6.2 or later.

The patient search on the Reception tab provides a quicker access option.

- Select **Clear** in the upper right to start a new search.
- Select **New Patient** to add a new patient record.
- F4 twice will still open the last patient record that was opened.
- F4 will still bring up a search window.

The **Notifications** pane will still open on the right to display new messages, e.g incoming Intramail.




A classic search can be enabled to open in Branch Options.




## Opening a patient from the waiting room

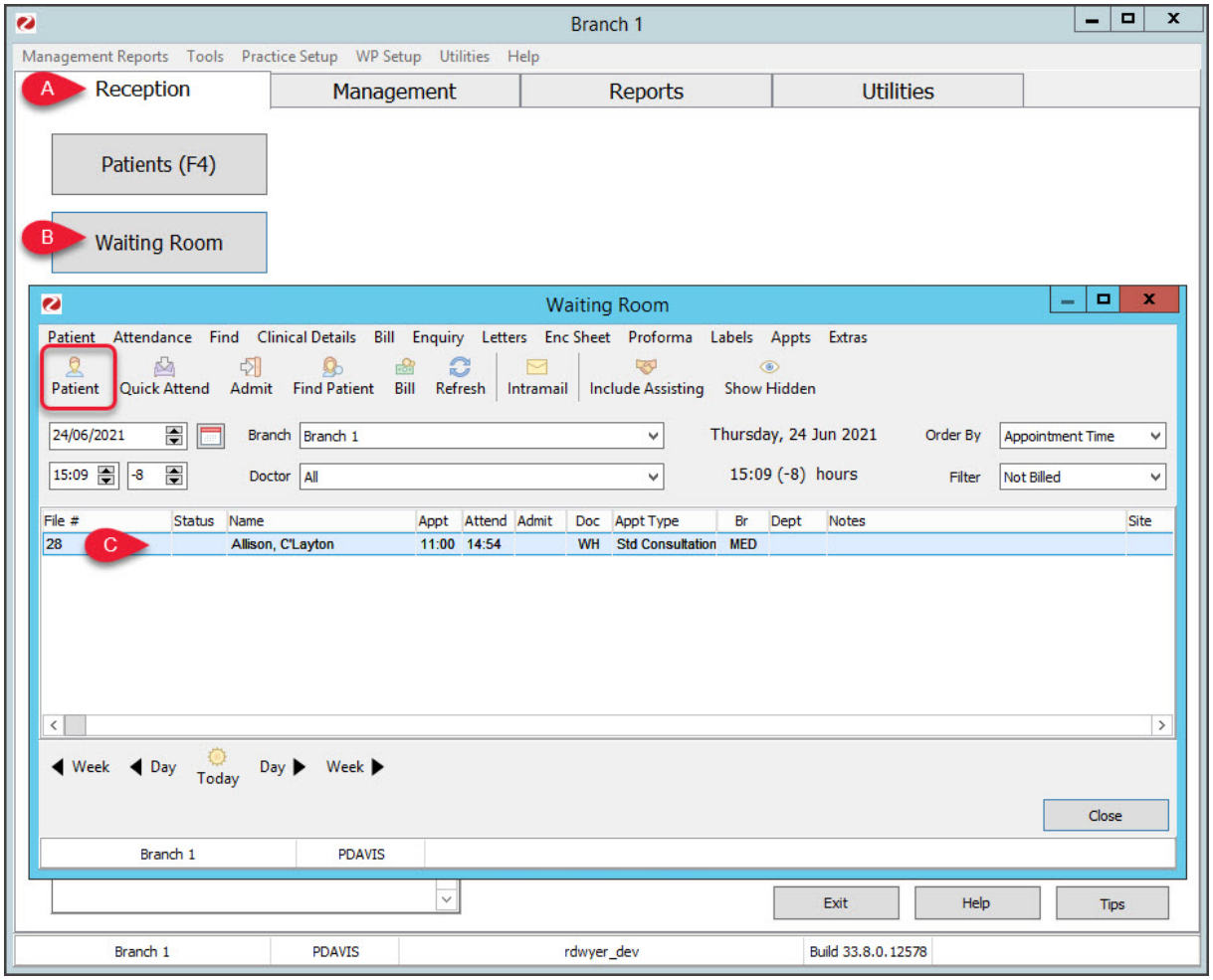
Some practices open patients from the Waiting Room, where the patient will appear after they have been attended.

To open a patient record from the Waiting Room:

1. Go to the **Reception** tab.
2. Select **Waiting Room**.

   This will open the **Waiting Room** screen.
3. Select the patient.
4. Select the **Patient** button and the patient's record will open.

   You can also right-click the patient's name and select **Patient** to open the record.


Branch 1
Management Reports
Tools
Practice Setup
WP Setup
Utilities
Help
A
Reception
Management
Reports
Utilities
Patients (F4)
B
Waiting Room
Waiting Room
Patient
Attendance
Find
Clinical Details
Bill
Enquiry
Letters
Enc Sheet
Proforma
Labels
Appts
Extras
Patient
Quick Attend
Admit
Find Patient
Bill
Refresh
Intramail
Include Assisting
Show Hidden
24/06/2021
Branch
Branch 1
Thursday, 24 Jun 2021
Order By
Appointment Time
15:09
-8
Doctor
All
15:09 (-8) hours
Filter
Not Billed
File #
Status
Name
Appt
Attend
Admit
Doc
Appt Type
Br
Dept
Notes
Site
28
C
Allison, C'Layton
11:00
14:54
WH
Std Consultation
MED
Week
Day
Today
Day
Week
Close
Branch 1
PDAVIS
Exit
Help
Tips
Branch 1
PDAVIS
rdwyer_dev
Build 33.8.0.12578