

# 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.

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8 BL	AIR, BEVERLY	21/11/1999				11 Joachim Cct. PENNANT HILLS 2120	CUR	
7 BI	AIR, KYM	20/08/1968			0409211060	11 Joachim Cct. PENNANT HILLS 2120	CUR	
9 Bla	air, AMBER	21/11/1997				11 Joachim Cct. PENNANT HILLS 2120	CUR	
6 Bla	lair. Angelina	18/11/1965				12 Joachim Cct. PENNANT HILLS 2120	CUR	
A48 Cu	urtis, Chervl	21/07/1980				418 Joshua Cct, LENSWOOD 5240		
24 Do	oe, John	13/09/1979				1 Lost Pl, SYDNEY 2000	CUR	
15 JA	ANIS, ELVIN	09/07/1962				5 JOACHIM PL, KINGSDENE 2118	CUR	
22 Jo	ones, Happy	04/12/1964				1 Ellerston Ave, ISABELLA PLAINS 2905	CUR	
17 Jo	ones, Marrianna-Louise	19/05/1967			0406991730	6 Jones Pl, GOWRIE 2904	CUR	
23 Jo	ones, Sad	15/09/1964				1 Happy Pl, FADDEN 2904	CUR	
10 LI	ISA, JODIE	15/09/1952				35 DEANNE DR, MCBEATH 6770	CUR	
A41 Lo	orelle, Hewitt	27/09/2005				823 Johnathon St, CANBERRA AIRPORT 2609		
A4 Ni	ixon, John	16/04/1994				98 Healey Hwy, TRENTHAM CLIFFS 2738		
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#### 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.

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Appointments				
Daily Reports				

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

Use Classic Patient Search

## 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.

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