

Disable a doctor

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To disable a doctor in Zedmed, you must make their profile unavailable so they are no longer visible and make their Zedmed login inactive. You will also need to check their appointments and results inbox.

Step 1: Reassign affected Results

Go to the Results Inbox and select the doctor's name in the **User** field to display that doctor's results. Any results will need to be reassigned to the appropriate doctors. Results for tests returned after the Doctor was disabled, will be returned to the patient's file and shown in the results inbox.

To learn more, see the [Action Results guide](#).

Step 2: Reschedule affected Appointments.

Run the [Appointments Report](#) for the doctor to see who they have appointments with and when. Reschedule the affected appointments.

Step 3: Make the doctor's profile unavailable.

To update the doctor's profile:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Doctors > Find Treating Doctors**.

The **Find Doctor Detail** screen will open.

3. Use the drop-down by **Dr Code** to select the doctor's initials.

The doctor's profile will open.

4. Under the **Status** section, remove the tick from **Available**.
5. Select **Close** to save the change.

This doctor's profile will no longer be visible in Zedmed.

Doctor Details

Identity
 Family Name: FERNANDEZ
 Given Names: DANUTA
 Title: Dr
 EHealthID (HPI-I): 8003 6149 0003 2739
 ABN/Bus. Name:
 AHPRA Number: MED1234567890

Home Address
 123 Testing Street
 Address Line 2:
 Suburb: SOUTH MELBOURNE
 3205

Phone Numbers
 Home Phone: 03 1234 5678
 Home Fax: 03 9876 5432
 Mobile Phone: 0408509482

Clinical Settings
 Qualification: MBBS, Dip. Derm, FRACGP
 Prescriber No: 9877773
 Email Address: dfernandez@testing.email.aau

Practice
 Dr Code: DF
 Default Item #:
 Fee type override:
 Dr Type:
 HIC Registered
 HIC Online
 DVA Registered
 REI Registered

Branches
 Branch: Riley Street Clinic
 Bank List: Branch 3 Bank Account
 MA Format: General Practitioner
 Provider #: 1734511H
 Other Provider #:
 Claiming Active: Active
 Erx Entity ID:
 Provider Type:

Employment
No Employment Record!

Status
 Available
 Assist Only
 External Primary Surgeon Only
 Available Online

ECLIPSE Fund Schemes
 Show Code on Appt. Screen

Text for specialty treatment:

Buttons: Find, Close, Cancel, Details, New, Search HI Service, Delete Registration, Invoice Header, Invoice Footer, Another.

Step 4: Make the doctor's Zedmed account inactive

For Zedmed Cloud users, submit a request for the account to be disabled using the disable user request form.

To disable the Zedmed login:

1. Go to Zedmed's **Utilities** tab.
2. Select **Security**.

The **Zedmed Security Roles and User** screen will open at the **Staff** tab.

3. Select the doctor.
4. Right-click their name.
5. Select **Make Inactive**.
6. Select **Close** to save the change.

Zedmed Security Roles and Users

Staff Roles User Groups Database Users

Selection Filter: Active Users

| User Name | Full Name | Staff ID | Dr Code | Status |
|-----------|--------------------|----------|---------|--------|
| EXTERNAL | | EXT | | Active |
| ZEDMED | | _X_ | | Active |
| PAUL | Myers | PL | | Active |
| OFFICE | Admin, Office | OA | | Active |
| LARTHUR | Arthur, Dr Lesley | LA | LA | Active |
| CHAMINDA | BANKS, CHAMINDA | CB | | Active |
| PDAVIS | Davis, Dr Phillip | PD | PD | Active |
| DANIUTA | FERNANDEZ, DANUTA | DF | DF | Active |
| LYDIA | HERNANDEZ, LYDIA | LH | LH | Active |
| DANNI | Hatcher, Dr Danni | DH | DH | Active |
| WARREN | Hedrick, Dr Warren | WH | WH | Active |
| GRACE | Herman, Grace | GH1 | GH1 | Active |

Context menu for DANUTA:

- Set Password
- Make Inactive
- Edit
- Add

Print Add Edit Close