

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.

Shortcuts to specific sections:

- [Step 1: Reassign affected Results](#)
- [Step 2: Reschedule affected Appointments.](#)
- [Step 3: Make the doctor's profile unavailable.](#)
- [Step 4: Make the doctor's Zedmed account inactive](#)
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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: [v] Clear
 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
 Delete Registration

Employment
No Employment Record!

Status
 Available
 Assist Only
 External Primary Surgeon Only
 Available Online

ECLIPSE Fund Schemes: [v]
 Show Code on Appt. Screen

Text for specialty treatment: [v]

Buttons: Find, Close, Cancel, Details, New, Biographic Information, Invoice Header, Invoice Footer, Another

Step 4: Make the doctor's Zedmed account inactive

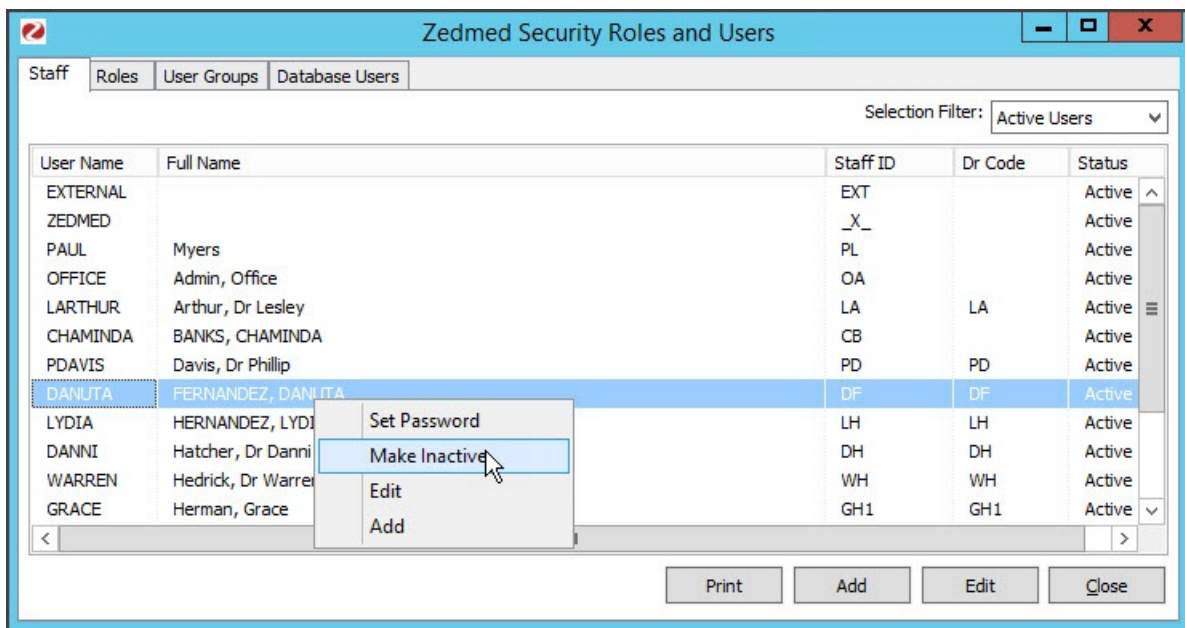
For Zedmed Cloud users, submit a request for the account to be disabled using the disable user request form.

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.



Step 5: Review the doctor's payments

Payments

Zedmed records payments for record-keeping and reporting. Making a doctor or their bank account unavailable does not impact payments to a bank account. Payments are made directly to a bank account from the payer, for example, Medicare or Tyro (if the doctor is a merchant).

Bank accounts

If the doctor receives payments to their own bank account, you should disable that bank account. Making the doctor unavailable will not make their bank account unavailable. Disabling the bank account will stop that bank account from showing up in reports unless you include disabled bank lists in the report. We recommend disabling the bank account after it no longer needs to be included in your reporting.

To disable the doctor's bank account:

1. Open the **Practice Details**.
2. Select the **Bank Accounts** tab.
3. Remove the tick from **Currently Available**.

Practice Details

Practice: Albert Road MC Bank Account

Branches

Bank Accounts

Departments

Integrations

Claiming Configuration

Name: Albert Road MC Bank Account

Code: BNK Currently Available

Bank: Westpac

Branch: South Melbourne 3205

Account #: 091919 1919191919

Address:

Suburb:

Phone: Fax:

MID: 795 (Merchant ID for Tyro)

Buttons: Add New, Edit Name, Delete, Close, Cancel

Considerations

If you are concerned about payment arrangements or reporting that could be impacted by disabling a doctor or their bank account, we recommend checking what payments and claims are outstanding for that doctor, and not disabling them until their invoices have been reconciled. You can end the doctor's **schedule** to ensure they are unavailable for appointments and make their **Zedmed account** inactive to prevent them from logging in.
