Search for a Patient

1) Using the Navigation Menu, click on the Patient Menu Heading.
2) Click Search/Add.
3) Enter the search criteria using the tips below.
4) Click Search or press Enter.
5) Select the patient from the search results to view the patient’s demographic information (See Patient Search Screen diagram).
6) Check the "Viewing, Adding, and Editing Vaccinations" Quick Reference Guide for steps to view a patient’s vaccination history.

Search Tips:

Try searching by:

- Patient’s first name, last name, and birth date.
- First initial of first name and birth date.
- First initial of last name and birth date.
- First and last name without birth date.
- Wildcard “%” or “_” and birth date.
Adding a New Patient

Before attempting to add a new patient, search using several methods listed to avoid duplicate records.

1) From the Search/Add Page click the “Check here if adding a new patient” checkbox at the bottom of the Patient Search field (see diagram).

2) Enter all of the REQUIRED information (highlighted in RED), First Name, Last Name, Birth Date, Guardian’s first name OR Mother’s Maiden Name, and complete mailing address. Phone number is optional.

3) Click Search.

4) A dialog box will appear with one of the following messages:

5) Before adding, make sure the patient you want to add is not listed in the Patient Search Results.

6) This record already exists in the database. An exact match has been found.
   a. Click OK to close the box.

7) If a positive match is found, select the patient. If the system finds an exact match you will not be able to add a new patient record.

8) If no match is found, click the Add Patient. The system will go to the Patient Demographic Page.

9) Enter patient information into the appropriate fields (see Patient Demographic diagram).

10) Click Add Patient.
Update or Edit a Patient’s Demographic Record

The demographic screen is split into sections – this guide will cover the most used fields/sections of the demographic screen.

1) Search for a patient.
2) Select the patient.
3) Click Edit (bottom of the Patient Demographic screen).
4) Edit the needed fields on the Patient Demographic Edit Page.
5) Click Save.

Patient Demographic Edit Section

- **Language** - Select English or Spanish
- **Multiple Birth** - If the patient is a twin, triplet, etc. enter the birth order in the first dropdown and the total number of births in the second dropdown.
- **Inactivate Patient** – Use the inactive dropdown menu to select the appropriate reason for inactivation.
- **VFC Status** – Select the patient’s VFC status from the dropdown box in order to meet VFC documentation standards.

Address Section

Enter the following fields to update or enter the patient’s address:

- Address 1 – street or PO Box number
- Address 2 – apartment number
- Enter the zip code and the correct city, state, and county will automatically populate for you.

Alias Section

- Enter a nickname, maiden or second last name into these fields and you can search by the alias name.
- Click Save.
### Quick Reference Guide
Patient Search, Add, and View

#### Patient Demographics Edit

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name:</strong></td>
<td>John</td>
</tr>
<tr>
<td><strong>Middle Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Last Name:</strong></td>
<td>John</td>
</tr>
<tr>
<td><strong>Suffix:</strong></td>
<td>--none--</td>
</tr>
<tr>
<td><strong>Birth Date:</strong></td>
<td>01/01/2010</td>
</tr>
<tr>
<td><strong>Birth File #:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Sex:</strong></td>
<td>MALE</td>
</tr>
<tr>
<td><strong>Mother Maiden Name:</strong></td>
<td>James</td>
</tr>
<tr>
<td><strong>Military:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Cell Phone:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Comments:</strong></td>
<td></td>
</tr>
</tbody>
</table>

#### Address

- **Address 1:** 123 House Lane
- **Address 2:**
- **City:** LEXINGTON
- **State:** TN
- **Zip Code:** 38351

#### Family & Contact

- **Guardian 1 First:** Missy
- **Guardian 1 Middle:**
- **Guardian 1 Last:**
- **Guardian 1 SSN:**
- **Guardian Work Phone:**
- **Guardian 2 First:** James
- **Guardian 2 Last:**

#### Alias

- **First Name:** Jim
- **Last Name:**

#### School

#### Medical Home Facility

#### Birth & Death

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For Online Ordering Help contact the STC Helpdesk at: (844) 206-9927 Monday thru Friday 8AM to 5PM CDT or email at: TennIIS.Help@tn.gov

For VFC Questions contact the VFC Program Office at: (800) 404-3006 Monday thru Friday 8AM to 5PM CDT or email at: TennIIS.VFC@tn.gov