

Inactivate User for Patient

Date created: April 8, 2022

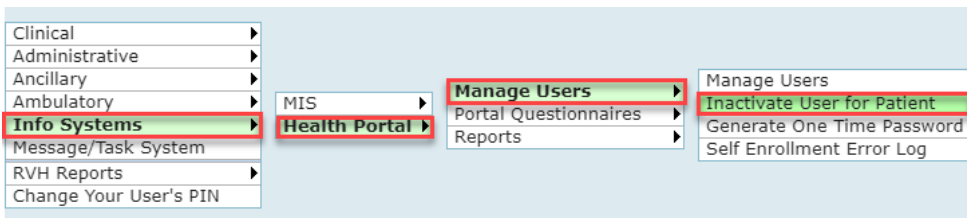
Audience: HIM & Portal Coordinators

Overview

This function is used to:

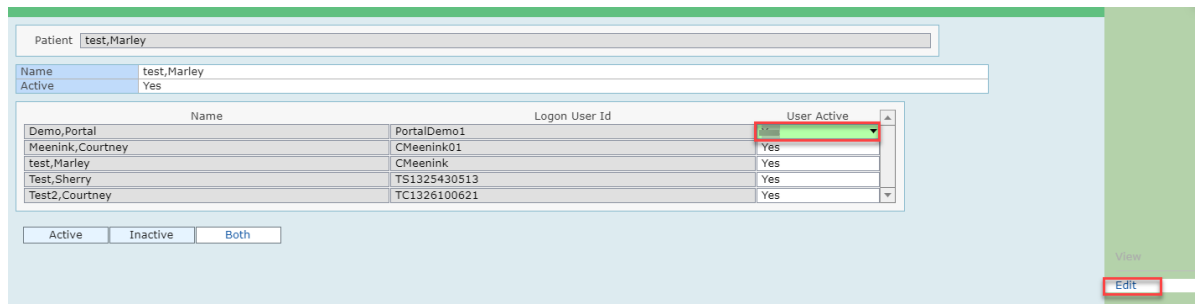
- ✓ Remove access to an expired patient health record (inactivating all the users on that account)
- ✓ Remove proxy access as requested by the patient (The revoke proxy section on the proxy form must be completed to revoke a proxy)
- ✓ Remove shared access as requested by a user
 - Note: user who shared the access can remove the user themselves

- Open **Inactivate User for Patient** under manage users:



- In the patient search bar, enter the patient's name, A list will populate to show who all has access to that user's account.

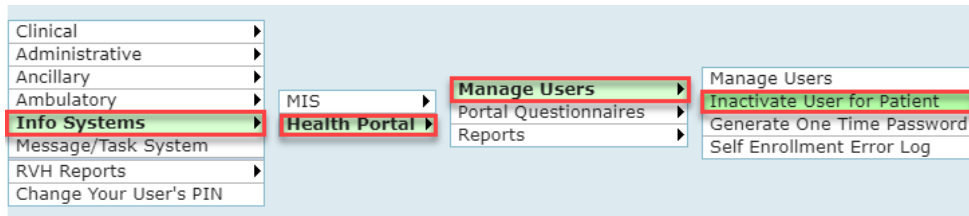
- Click **Edit** on the left menu
- Find the Name of the person you want to remove access from



- In the **User Active** column click the arrow next to Yes and select **No** to remove access
- Click **Save**

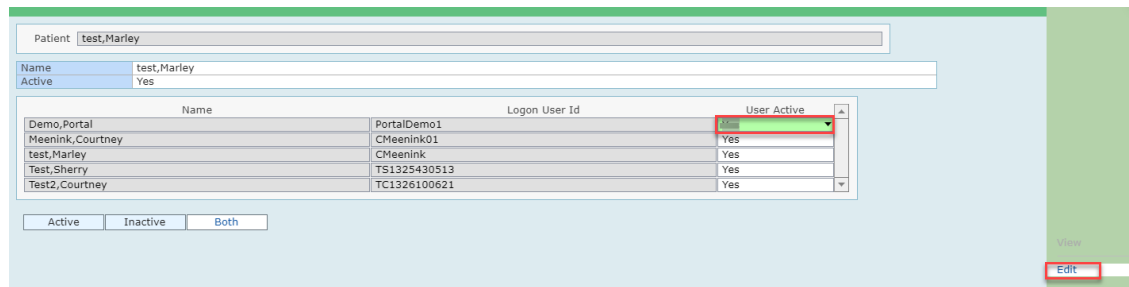
Expired Patients

- Open **Inactivate User for Patient** under manage users:



- In the patient search bar, enter the patient's name, A list will populate to show who all has access to that user's account.

- Click **Edit** on the left menu

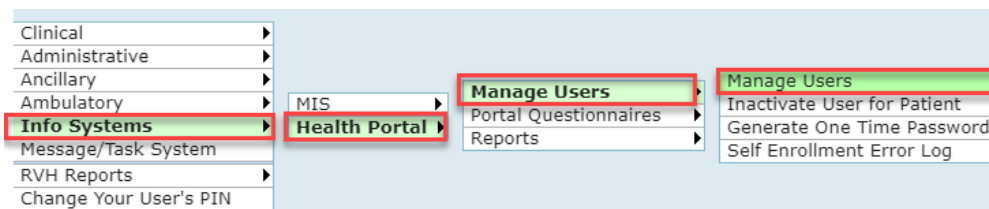


- In the **User Active** column click the arrow next to Yes and select **No** to remove access for all users

- Click **Save**

Once all users are moved to Inactive you will need to Deactivate the Account

- Open **Manage Users**



- Search for the User
- Click Edit on the left menu
- Deactivate the account by changing the **Active** drop down to **No**
- Click **Save**

