

ASK JULIET & LISA

Some of the most frequently asked technical support questions related to Inactivating & Reactivating Care Providers

Q: What should I do with the active patients linked to a provider that I plan to inactivate?

A: Select the Care Providers menu. Search for and select a provider. Check to see if the patient has Active Patients by scrolling to that section. Reassign Patient Care Providers before inactivating the current provider, click that option in the Action Menu.

Q: How do I inactivate a provider in *TPC*?

A: If a provider is no longer prescribing medications for patients, they can be inactivated. Select the Care Providers menu. Search for and select a provider. Click Inactivate in the Action Menu and confirm the action.

Q: Can a provider be reactivated?

A: Yes. Select the Care Providers menu. To search for the inactive provider, enter "No" in the Active search column. Select the inactive provider. Click Activate in the Action Menu and confirm the action.

Check out more FAQs and Training Videos under *TPC* Help!