



TPC FAQs - Some of the most frequently asked technical support questions

Q: How do I correct an entry error after receiving a medication?

A: Select the patient and then select Requests. Search and select the medication and click on the Request Utility. Locate the field with the received information to update and click Save.

Q: Is there a way to merge a duplicate patient or delete one of the profiles?

A: A duplicate patient must be made inactive by selecting the patient and choosing the Inactivate Patient option in the Action menu. You may then select a reason for inactivation.

Q: What report in TPC will show me medications that have been requested for patients but not yet received?

A: Select Reports, Medication/Requests reports, Requests by Manufacturer. Enter a date range based on when the medication was requested, select all or one or more manufacturers to view the report. Fee program will be listed first followed by Free Programs.

Q: How long does it take for the 'Reset Password' link to come through email?

A: The automated email should come right away. Be sure to check spam/junk folders. You may even need to check with your IT department to make sure the email is not being blocked by an internal spam filter. Still no email? Check with TPC staff to make sure your current email address is on file attached to your username and we can assist by phone with resetting your password if necessary.

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