



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

### **Can I search for a patient by exact Date of Birth (DOB)?**

**A:** Yes! A new enhancement recently launched now provides the ability to search by a patient's exact DOB. Previously this search loaded patients with the DOB entered and beyond the date.

### **Is there a place in TPC to enter an expiration date for a PAP application? For example, a patient has been approved and enrollment is good through 02/22/2022. Where is this date recorded?**

**A:** Search and select patient. Click on Manage PAP ID's & Re-enrollment date. Select program and enter re-enrollment date and PAP ID if applicable. See Patient PAP Re-enrollment Report under the Reports menu to view multiple patients, programs and re-enrollment dates by desired time frame.

### **How do I turn off the Medication Label Print Prompt if my organization does not use this feature?**

**A:** Select Center Admin, Customize Center. Insert a checkmark under Hide the Print Bottle Label Prompt When Processing Messages. Medication labels can still be printed as needed from the Medications screen or under Batch Utilities.

Check out more FAQs and access training videos under *TPC Help* or contact *TPC staff!*