



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

### **Is there a way to delete old custom letters not being used by my organization?**

**A:** Yes! Locate & select the custom letter that is no longer needed and select Deactivate in the Action menu. The letter will remain in the Customize Letter screen but will no longer show up as an option when merging patient letters.

### **How do I find an Inactive patient and reactivate them in TPC?**

**A:** Change the “Yes” to “No” in the searchable field on the Patient screen in the Active column. Inactive patients will appear. Select the patient to reactivate and click Activate.

### **What is a good go-to Summary Report to show my organization’s productivity for a specified time period?**

**A:** The Total Requests by Center or Total Requests by Center Received and Delivered reports will show just that! Enter your preferred date range to see how many unduplicated patients have been assisted, the number of prescriptions requested and even how many were received and delivered.

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