

“Update Demographics” Message from Patients

Offices report frequent “Update Demographics” messages in their T jellybean. I visited the portal, and I was able to change my phone number, address, and preferred pharmacy on the site. For each change, I got a telephone encounter titled “Update Demographics” - either “Additional Information” (for the pharmacy) and “Personal Information” for the address/phone number changes.

Ref#	Date	Patient Name	Provider	Reason
2537841	05/15/2019 10:08 AM	Kney, Bradford D	BK	Testing
2537844	05/15/2019 10:08 AM	Kney, Bradford D	BK	Update Demographics - Additional Info
2537827	05/15/2019 10:06 AM	Kney, Bradford D	BK	Update Demographics - Personal Info
2537809	05/15/2019 10:01 AM	Kney, Bradford D	BK	Update Demographics - Personal Info

The screenshot shows a patient portal interface for Bradford Kney. The message is titled "Update Demographics - Personal Information". Below the message title, there are several tabs: "Message", "Rx", "Labs/DI", "Notes", "Addendum", "Log History", and "Virtual Visit". The "Import" button is highlighted with a red box. Other buttons include "Complaints", "Browse", and "Check Spelling".

Open up the telephone encounter and then click on “Import”.

You see the changes in green. Once you click on “Accept Changes”, these are imported into ECW.

The screenshot shows a "Personal Details" dialog box with a table comparing demographic data. The table has three columns: "Fields", "Portal update", and "Current demographic data". The "Portal update" column contains new information in green, while the "Current demographic data" column contains existing information in grey.

Fields	Portal update	Current demographic data
Personal Information		
Last Name	Kney	Kney
First Name	Bradford	Bradford
MI	D	D
Address 1	277 Pleasant St.	P O Box 287
Address 2		
City	Fall River	Rehoboth
State	MA	MA
Zip	02721	02769
Home Phone	508-252-6445	508-252-6445
Cell Phone		
Address 2		
City		
State		
Zip		

The "Accept Changes" button is highlighted with a red box.

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