

# Change Active Patient Status to Inactive or Deceased

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You cannot delete patient charts, but you can change the active patient status to inactive so that they no longer appear in the patient list, but are still searchable.



Patient charts with active or pending claims cannot be changed to inactive or deceased until all claims have been processed.

If the patient chart you are trying to make inactive is part of the sample data feature, you can remove it by [turning off the sample data](#).

## Change patient status to inactive

1. In a patient chart, select the **Important** tab.
2. From the **Status** dropdown, select **Inactive** or **Inactive - Deceased**.

The screenshot shows the 'Important Information' tab of a patient chart. The 'Status' dropdown menu is open, showing three options: 'Active' (checked), 'Inactive', and 'Inactive - Deceased'. The 'Inactive' and 'Inactive - Deceased' options are highlighted with a red box. Other fields visible include 'Primary Provider' (Anna Provider), 'Title', and 'First Name' (Amy).

3. Select **Save Demographics**.

## View inactive patients

When a patient chart is inactive, it is no longer searchable in most areas such as the **Live Claims Feed** or **Patient Payments**.

1. Select **Patients > Patient List**.
2. Select **More Filters**.

The screenshot shows the Patient List search bar. It includes a 'Patient search...' input field, a 'Search' button, and a 'More Filters' button. A red arrow points to the 'More Filters' button.

3. Select the **Inactive patients include** and/or **Inactive patients only** checkboxes.

Patient search... 

Search

- Possible duplicate patients
  - Patients with follow-up appointment dates set
  - Patients with incomplete billing information
  - Patients who unsubscribed email
  - Inactive patients include
  - Inactive patients only
  - Patients who have OnPatient access
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