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.
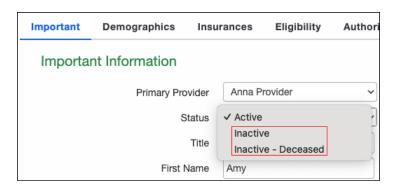
> ℹ️ Patient charts with active or pending claims cannot be changed to inactive or deceased until all claims have been processed.
> If the patient chart you are trying to make inactive is part of the sample data feature, you can remove it by **turning off the sample data**.

Change patient status to inactive

1. In a patient chart, select the **Important** tab.

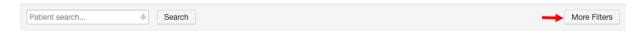2. From the **Status** dropdown, select **Inactive** or **Inactive - Deceased**.

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**.

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
- [x] Inactive patients include
- [x] Inactive patients only
- [ ] Patients who have OnPatient access

Patient search...   Search

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