How do I delete/make a patient inactive or deceased?

07/08/2024 7:51 pm EDT

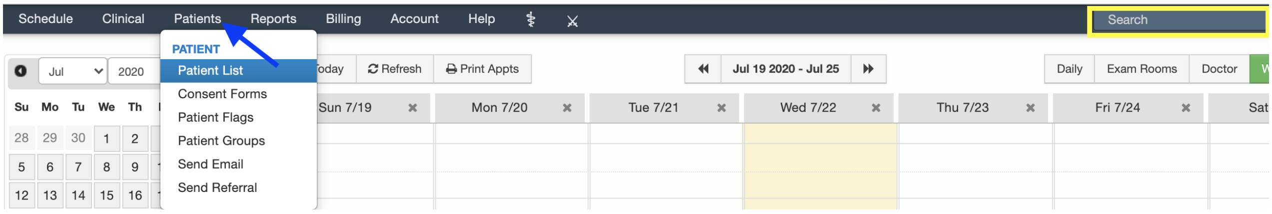
You can make patients **Inactive** so that they no longer appear in your active patient list, but they will continue to be searchable in the event you need to access their chart. DrChrono does not offer a way to delete a patient permanently.

Patients who have active/pending claims should not be marked inactive or deceased until all of their claims have been processed.

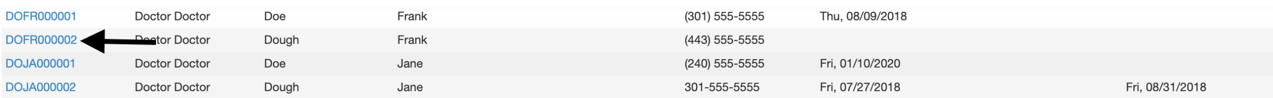
If the patient you are trying to delete is part of the sample data feature, you can remove them by turning off the sample data under **Account** > **Provider Settings** > **Sample Data**.

To list a patient as inactive/deceased

1. Go to **Patients** > **Patient List** or enter a patient's name or chart ID in the **Search** field in the top right. (If you use **Search**, it will take you to the patient's chart and you can go to step 3).

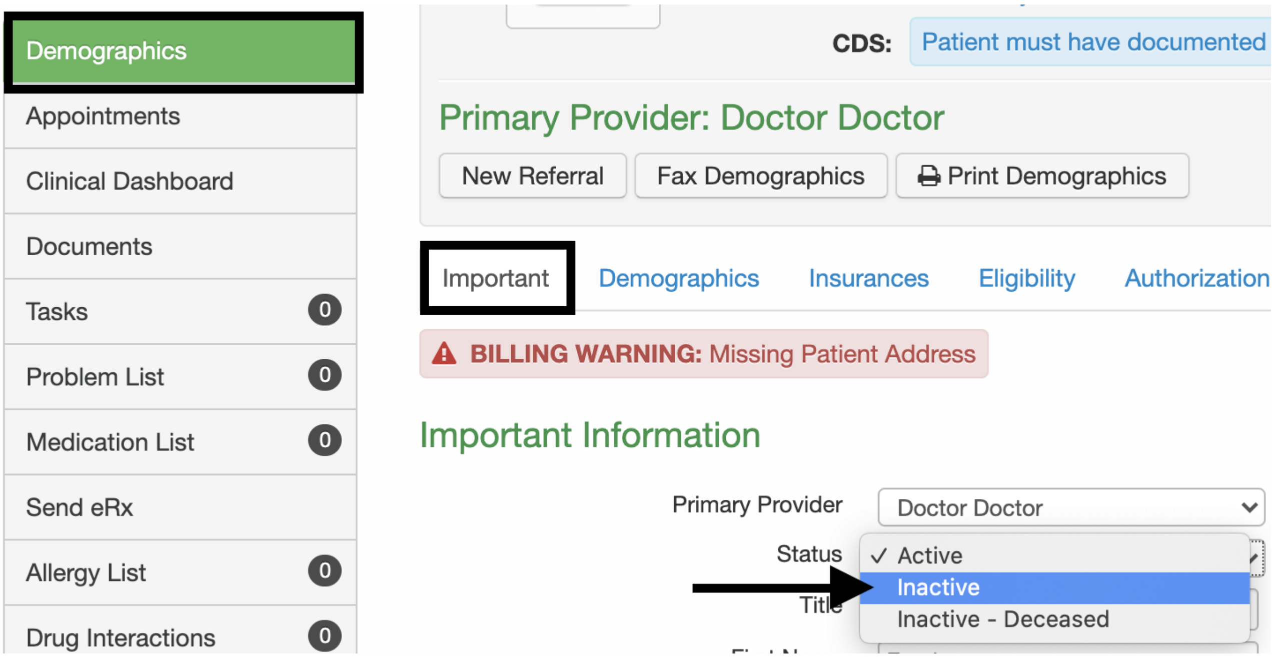


2. In the **Patient List**, click on the chart ID of the patient you would like to make inactive.

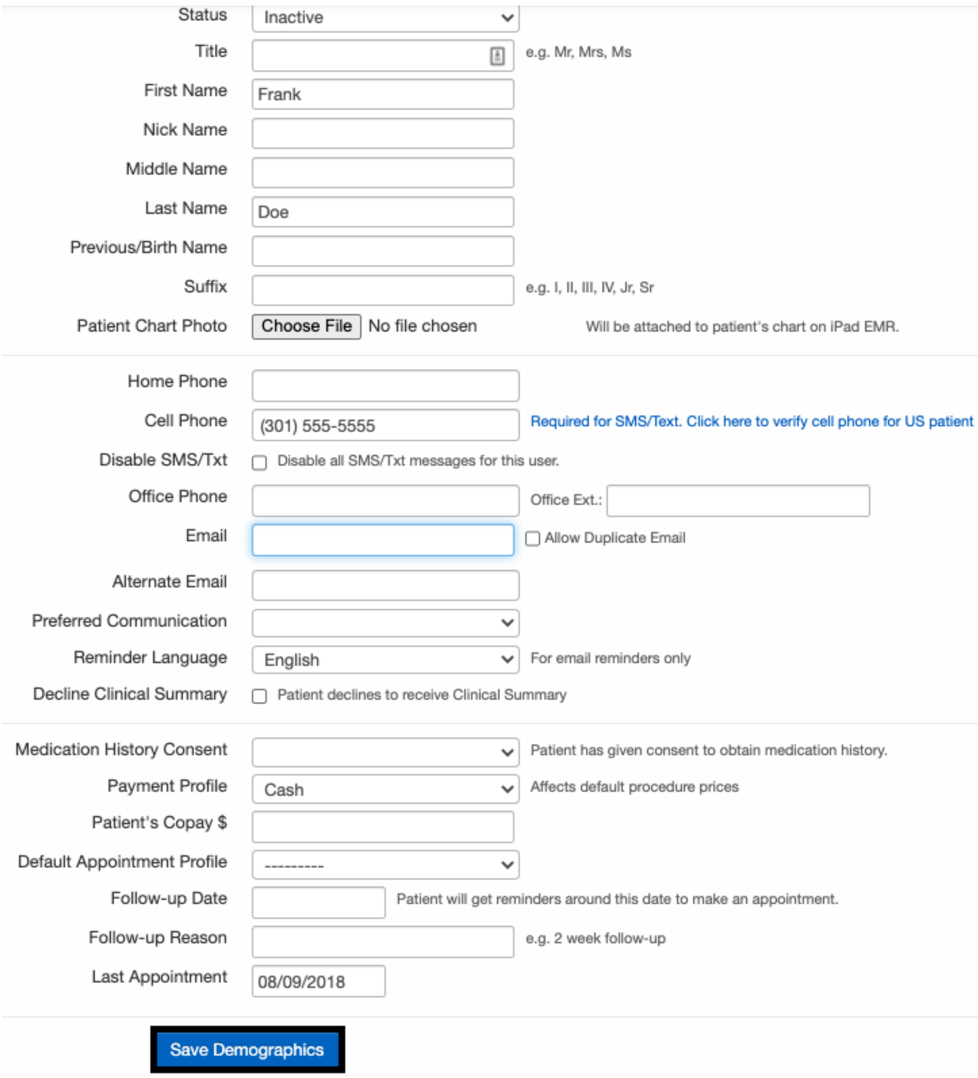


DOFR000001	Doctor Doctor	Doe	Frank	(301) 555-5555	Thu, 08/09/2018	
DOFR000002	Doctor Doctor	Dough	Frank	(443) 555-5555		
DOJA000001	Doctor Doctor	Doe	Jane	(240) 555-5555	Fri, 01/10/2020	
DOJA000002	Doctor Doctor	Dough	Jane	301-555-5555	Fri, 07/27/2018	Fri, 08/31/2018

3. Once in the patient's chart, select the **Important** tab, go to **Status,** and select **Inactive** or **Inactive - Deceased**.

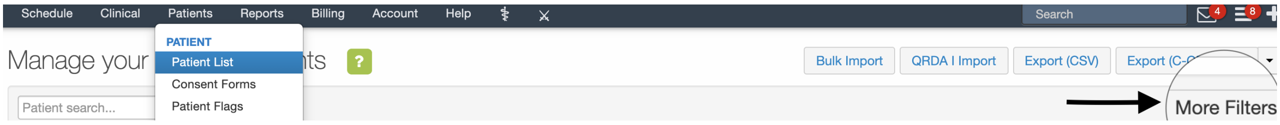


4. Once you have made your selection. scroll down, and click **Save Demographics**.



5. When a patient is marked inactive or deceased, they will no longer be searchable in most areas in DrChrono like the live claims feed, or patient payments. However, if you need to view your inactive patients, go to **Patients** >

Patient List and select **More Filters**



Select either or both **Inactive patients include** or **Inactive patients only**.