The Power of the Patient Address View Window

The Patient Address View window is a powerful tool for the front desk employee and can make a difference in your practice. It can help your staff provide prompt and consistent service to your patients, without having to dig through unorganized and large patient files.
When a patient calls and the front desk employee browses for and makes this patient active, the information available to the front desk employee includes:

- Patient ID and Chart Number
- Current address and contact information
- Birth Date, Age, Martial Status and Sex
- Responsible, Referral and Family providers
- “Collections” status (Flag field)
- Primary and secondary insurance coverages (prior authorizations if used)
- Co-Pay (in the Primary Insurance area)
- Outstanding patient balance (what the patient owes, not insurance balance). The amount is shown in the Balance Due field.
- Date and amount of last payment made
- Next Recall
- First Contact
- Last Billing (last invoice)
- Last Comprehensive Exam
- Warranty, CL Exp. and CL Start dates (if used)
- Current patient notes
- Family Tree: Spouse, Children and/or Parents (if provided)
- Referred By, Guarantor and Employer
- Previous Patient Notes
- Next available appointments (located under the patients record in the Patient Browse list)
- Status of Previous Appointments (e.g. the colors yellow, green, red and purple)

When a patient calls for an appointment, the Patient Address View window provides the front desk employee with enough information to make intelligent and decisive decisions for the patient and your practice.

This is the Power of the Patient Address View window!!