Deducting Patients

When deducting a patient, the following protocol is recommended:

- Request a patient deduction.

  See Requesting a Deduction in the **Registration Help Centre** for details.

- Process the incoming deduction.

  See Incoming Deductions in the **Registration Links Help Centre** or GP2GP - Deducting a Patient - Scotland only in the **Consultation Manager Help Centre** for details.

- Check for and cancel any outstanding appointments, this can be done from **Patient Details View** in **Appointments**.

  Depending on the system you use, see Accessing the Patient Details View in the **Appointments Help Centre** or Patient Search in the **Vision 3 Appointments Help Centre** for details.

- Check for and complete any outstanding tasks for the patient.

  Depending on the system you use, see Managing Tasks from Consultation Manager in the **Daybook Help Centre** or Using Tasks from Consultation Manager in the **Tasks Help Centre**.

- Check for and complete any outstanding workflow in **Mail Manager** and **Docman**.

  See Individual Patients tab and Search for a patient in the **Mail Manager Help Centre**.

- Ensure all groups, searches and reports are up-to-date in order to prevent SMS/Mail invitations from being sent in error.

Deducting Deceased Patients

It is also recommended to take the following steps when deducting a deceased patient:

- Add a Task or Announcement informing other parties within the practice.

Depending on the system you use, see Adding a New Announcement in the **Daybook Help Centre** or Creating an Announcement in the **Tasks Help Centre**.

- Add a deceased clinical code to the medical record.

See Adding Clinical Data in the **Consultation Manager Help Centre** for details.

- Add a patient warning to the medical record.

See Adding a Patient Warning in the **Consultation Manager Help Centre** for details.

- Check for any outstanding referrals.