viive

MANAGING NEW PATIENTS IN VIIVE

As you accept new patients, Viive helps you record and manage their patient information, such as name, birthdates, address, guarantors, and so forth. You can also add information regarding a patient's medical history and medical alerts. Once you create a new patient account and assign a guarantor, adding additional family members is easy.


Figure 1.

HENRY SCHEIN®
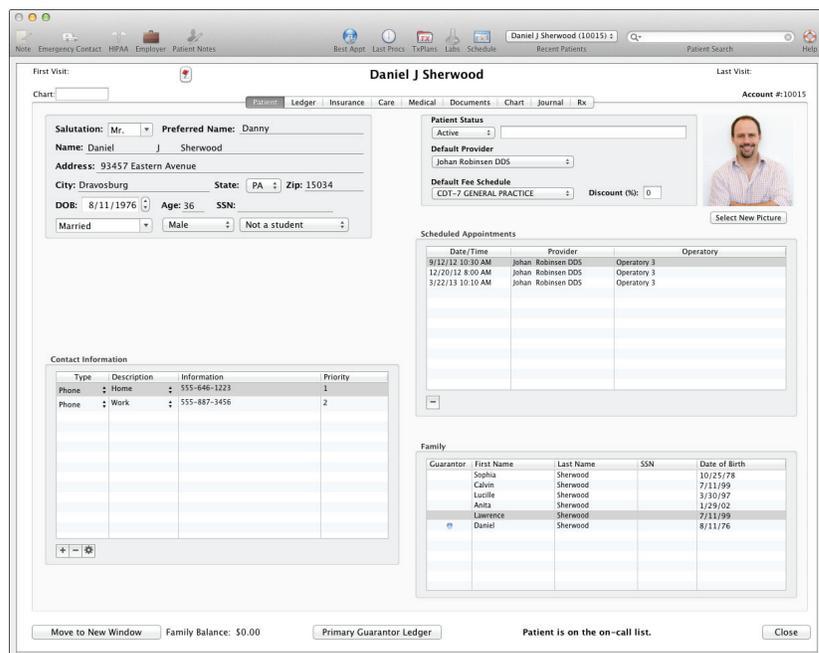
Adding New Patients

Entering new patient information into Viive is simple. You can either click the File menu and select New Patient, or you can click on an empty appointment slot in the Schedule and click the New Patient button.

Once you have entered in patient information, including name, address, birthdate and contact information, you can click the Create New Patient button. This opens a referral screen where you can enter the referral source for the new patient.

The final step in adding a new patient is to assign a guarantor. Viive defines a guarantor as the person resposible for a patient's payment. There are options to select a guarantor from a list of existing guarantors, add a new guarantor, or assign the patient as the guarantor.

For additional information about how to add new patients to your database, select the Help menu and search for the *Creating a new patient* and *Creating a patient guarantor* topics.
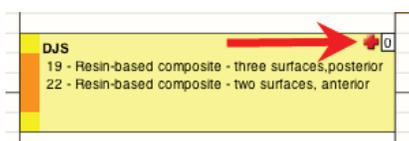
Adding Family Members

Patient relationships are organized in Viive according to guarantor, rather than family relationships. You add family members as new patients, and then assign them to the guarantor. Because of this relationship, you should add the guarantor as a new patient first, and then add additional family members and assign them the same guarantor.

For additional information about how to add family members to a guarantor, select the Help menu and search for the *Creating a patient guarantor* and *Changing a patient's guarantor* topics.

Attaching Medical Alerts to Patients

You can enter important medical information for each patient, such as allergies and medical conditions, as well as medications and physician information.

In the Medical tab of the Patient screen, you can enter items corresponding with medical history. The Alerts section allows you to enter alerts that correspond with an alert icon that appears on appointments and the Patient screen (Figure 2). You can customize medical history items and medical alert types to fit the needs of your practice.

You can also add information about medications the patient is taking, and contact information for their medical physician.

For additional information about attaching medical alerts to patients, select the Help menu and search for the *Recording a patient's medical history*, *Setting medical alerts*, *Setting up medical history items*, and *Setting up medical alert types* topics.

More Information

Click the Help menu in Viive and search for the Help topics dealing with patient information. You can also follow links within Help topics to related material.

For technical assistance, contact Viive Customer Support at 1-855-MAC-VIIVE.

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Figure 2.