	Stanton Territorial Hospital	**Document Number:** TMM20500	
NORTHWEST TERRITORIES Health and Social Services Authority	P.O. Box 10, 550 Byrne Road YELLOWKNIFE NT X1A 2N1	**Version No**: 1.0	Page: 1 of 5
		Distribution: **Transfusion Medicine Manual**	
Document Name: **Un-linking Patients in Soft Bank**		**Effective:** 09 November, 2017 **Date Reviewed: 09 November, 2017** **Next Review: 09 November, 2019**	
Approved By: Jennifer G. Daley Bernier, A/ Manager, Laboratory Services		**Status: APPROVED**	

PURPOSE:

This procedure outlines how to un-link patients in Softbank who have had their Medical Record Number (MRN) linked in error.
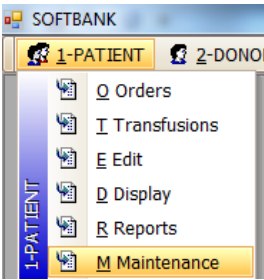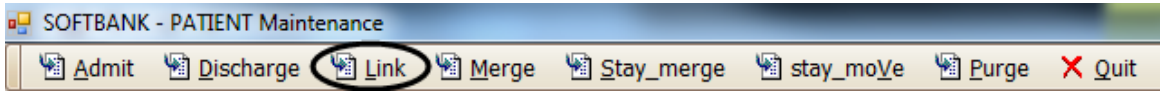
POLICY:

When a patient visits any of the LIS linked Health Centres they are issued a MRN or Client ID for that health centre (Prefixes of: IN, ST, HR, FS). This creates multiple entries in the LIS for the same patient. Each MRN entry can have different patient histories attached to it. Linking the patient MRN's creates a consolidated history and requires the user to review the history of both patient entries.
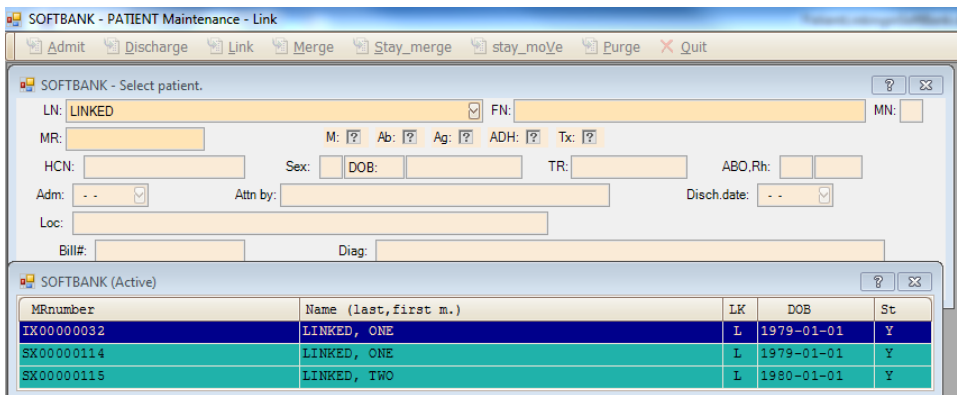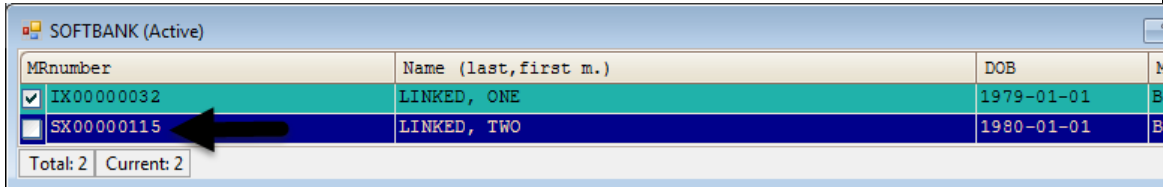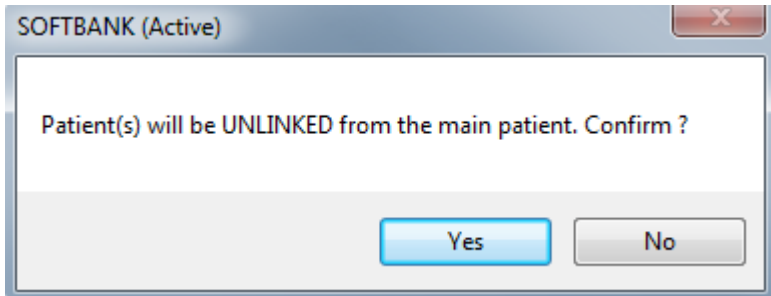
*CAUTION: It is possible to link patients that are not the same person. Ensure spelling of name, Birthdates, and/or PHN match prior to linking patients in SoftBank. If patients are linked that should not be, please un-link patients using the procedure below.

PROCEDURE INSTRUCTIONS:

Follow the steps in the table below to Un-link patients in SoftBank

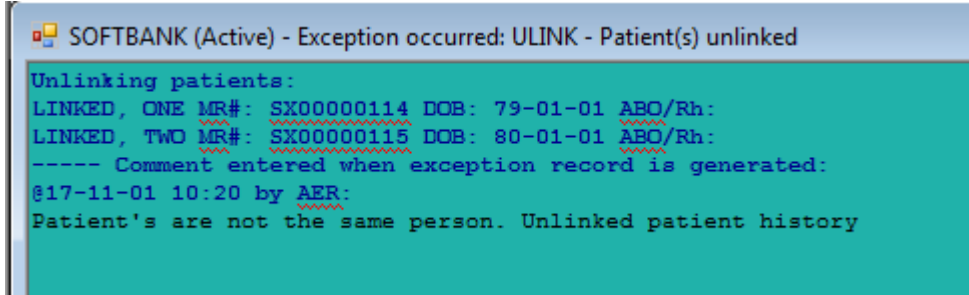| Step	Action
1	Go to Patient > Maintenance
2	Go to Link

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3	Enter patients last name (LN) and first name (FN)	
4	Click: F12-Accept or Enter	
5	If required: Select the correct patient from list – highlight and press Enter or double-click on the patient	
6	**If:**	**Then:**
	Patient caution window appears	Click: Esc-Quit after reviewing (or F12 if history review is required)
7	Linked patients will show in window 	
8	Using the mouse, unmark the patient(s) to unlink 	
9	F12 - to Accept	
10	Confirmation message will appear: Click Yes	

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11	ULINK exception comment required: F12 – Accept
12	 Click - YES

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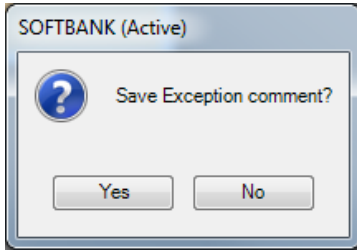
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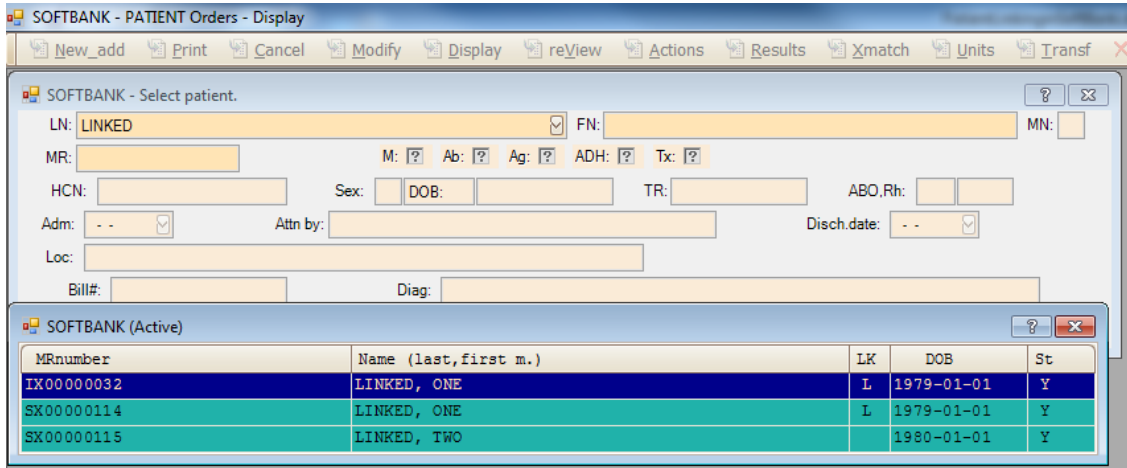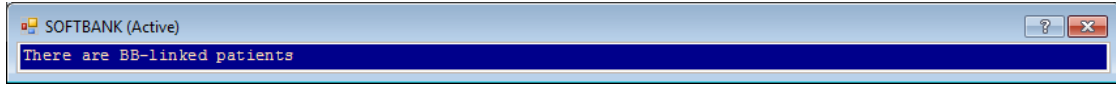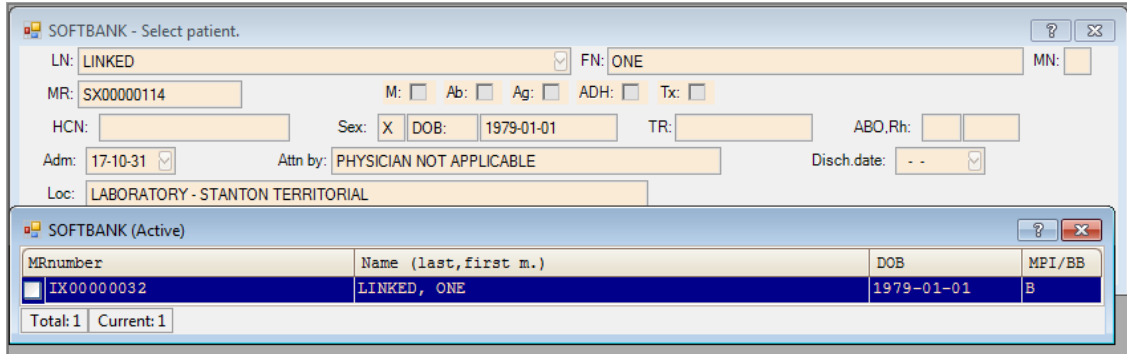|	
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EXPECTED RESULTS:

Patients with history links will be unlinked

1	Patients who have a link display an L in the LK field in the patient selection window – the unlinked patient will no longer have an L in the LK field.
2	The patient caution window will also display that there are linked patients (if more than one patient was linked) – highlight and press Enter to view details of the Link
3	Window will list patients linked – patient that was unlinked (Linked,Two) will no longer appear in list
4	Click F8-Sel pat to view linked patient (if applicable)

RELATED DOCUMENTS:

- TMM20300 Patient History Review

- TMM20400 Linking of Patients in Soft Bank

- TMM20401 Linking patients Job Aid

- TMM20501 Unlinking Patients Job Aid

- IO500 Identifiers – The use of 2 Patient identifiers

REFERENCES:

1. SCC Soft Computer. (n.d.). *SoftBank II v25.1 System Design Training Manual.* SCC Soft Computer.

REVISION HISTORY:

REVISION	DATE	Description of Change	REQUESTED BY
1.0	09-Nov-17	Initial Release	A. Richardson

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