
When duplicate MRNs are in the system it poses a significant threat to the patient's safety. When discovered it is everyone's responsibility to report them to be combined.

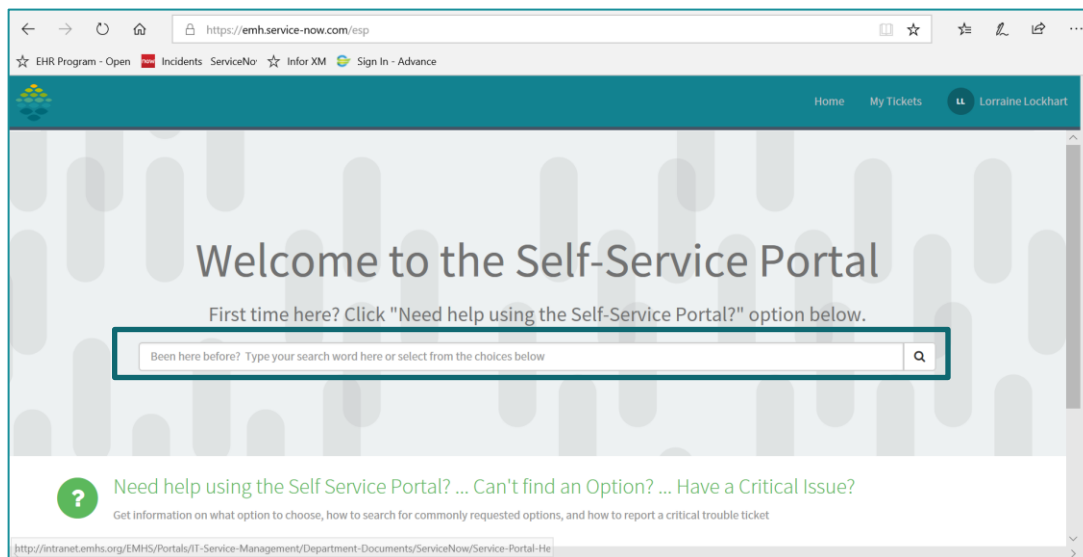
Reporting Duplicate MRNs for Chart Combine

STEP 1: Launch Internet Explorer

- From the Home Page, click **ServiceNow Portal** button located at the bottom of the page.

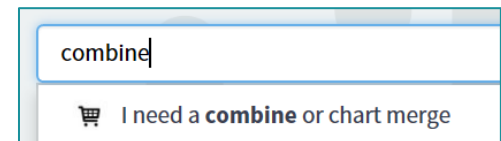


STEP 2: From the Welcome to the Self-Service Portal page click in the search box.



STEP 3: Begin typing combine and you will see a dropdown appear.

- Click **I need a combine or chart merge**.



STEP 4: Fill in all applicable fields.

STEP 5: Click Submit.