

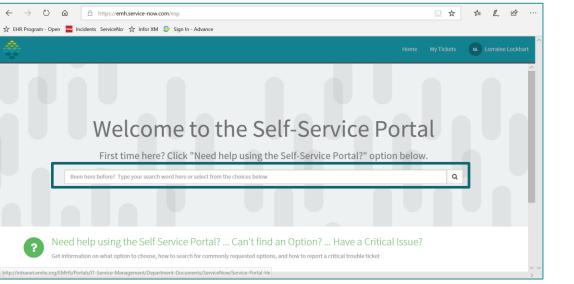
When duplicate MRNs are in the system it poses a significant threat to the patient's safety. When discovered it is everyone's responsibility to report them to be combined.

Reporting Duplicate MRNs for Chart Combine

- **<u>STEP 1</u>**: Launch Internet Explorer
 - From the Home Page, click ServiceNow Portal button located at the bottom of the page.

ServiceNow Portal

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



- <u>STEP 3</u>: Begin typing combine and you will see a dropdown appear.
 - Click I need a combine or chart merge.
- combine ₩ I need a combine or chart merge

- **<u>STEP 4</u>**: Fill in all applicable fields.
- STEP 5: Click Submit.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.