Guidelines for Reactivating a Medical Record Number (MRN)

A medical record number is deactivated in CRIS due to inactivity after 5+ years or if a patient is no longer enrolled on active protocols.

Note: A new MRN is not assigned to an existing patient; patients will keep same MRN for lifetime.

In order to reactivate a patient's MRN, use the following process:

- Select *Find a patient*
- Enter Patient's last and first name in the spaces provided; select *Search*
- Confirm it is the correct patient select
- Select *New Request* for selected patient
- Select *Admissions* button below the header demographic information
- Select the Institute from the drop-down menu
- Select the Branch using these steps:
    - Select the "*" below the space to search for Branch
- Select the Protocol using these steps:
    - Select the "*" beside the space to search for protocol
    - Type in the first two numbers of the protocol in the space at the top of the
    - pop-up box
- Select the Attending Physician:
    - Click on the "*" under the First Name space to search for names
    - Click on the first letter of the Attending's last name using the pop-up box
    - Scroll down until you see the Attending's Name
    - Click on the Attending's Name
- Select the Primary Provider using these steps:
    - Click on the "*" under the First Name space,
    - Click on the first initial of the Providers last name in the pop-up box and scroll down to select the correct provider
    - Select Patient's Diagnosis from the drop-down menu or type in the patient's diagnosis
- Outpatient Visit Date: Enter the date the Patient is scheduled to come in for their first visit using the MM/DD/YYYY format
- Outpatient Visit Time: Enter the time the Patient is scheduled to come in for their first visit using the HH:MM AM/PM format
- Outpatient Care Unit: Select appropriate clinic (e.g., OP3, OP12, OP13) from the drop-down list

- Contact/Submitter Information: The Contact/Submitter Information will default to the individual entering in the information. If this information needs to be changed, enter the appropriate information. (* = mandatory)
    - Submitter Last Name,
    - Submitter First Name,
    - Submitter Pager (if applicable),
    - Submitter Phone,
    - Submitter Mobile (if applicable), and
    - Submitter Location (Building Number and Room Number).
- Ensure all information entered is correct.
- Click *Submit*.
- Once submitted, the computer will give a Request Number at the top of the screen will forward you to the next screen, for *Welcome Letter* (create *Welcome Letter* as referenced above)