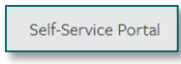**When duplicate MRNs are in the system it poses a significant threat to the patient's safety. When discovered, it is everyone's responsibility to report for combining.**

Reporting Duplicate MRNs for chart Combine
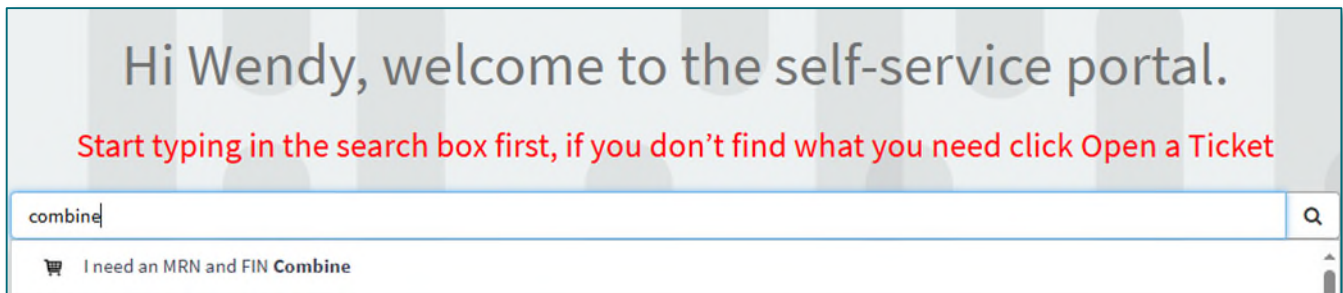
STEP 1:   Launch Internet Explorer

- From the Home Page, click **ServiceNow Portal** button.

Self-Service Portal

STEP 2:   Click in the search box of Welcome to the Self-Service Portal page.

STEP 3:   Begin typing **combine** for a dropdown to appear.

- Click **I need an MRN and FIN Combine**.

STEP 4:   Complete all applicable fields.

STEP 5:   Click **Submit**.