

Self-Service Portal

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**

- **<u>STEP 1</u>**: Launch Internet Explorer
  - From the Home Page, click **ServiceNow Portal** button.
- **<u>STEP 2</u>**: Click in the search box of Welcome to the Self-Service Portal page.
- **<u>STEP 3</u>**: Begin typing **combine** for a dropdown to appear.

Hi Wendy, welcome to the self-service portal. Start typing in the search box first, if you don't find what you need click Open a Ticket

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- Click I need an MRN and FIN Combine.
- **<u>STEP 4</u>**: Complete all applicable fields.
- STEP 5: Click Submit.

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