

How do I create a new patient?

You can add patients three ways:

- [Bulk patient import](#)
- [AirView integration](#)
- One at a time

This article shows you how to add patients to ResMed ReSupply™ one at a time. Before you create a new patient record, perform a [search](#) to verify the patient is not in the system.

To add a patient, you require, at a minimum, the patient's:

- first name
- last name
- date of birth
- location
- contact method and details
- payor details
- member ID (if insurance verification is used in ResMed ReSupply)
- shipping address information
- mask information.

What happens once the patient is added?

ResMed ReSupply uses an algorithm that analyzes the patient's HCPCS codes, last supplied date, payor and contact preferences to determine when the patient should be contacted for replacement supplies.

What are some best practices I should consider when I add a patient?

We highly recommend that you always assign a patient ID to a patient.

The patient ID is usually the medical record number (MRN) or another unique identifier from your billing or customer relationship management (CRM) system. It is used to associate the patient record in our system with the corresponding record in your system to ensure the correct patient record is updated for future patient imports.

Also, add as many supply types as you have on file for the patient. For each supply type you enter, there is an eligibility schedule that is linked to the selected payor. ResMed ReSupply's outreach system inquires about the replacement of each item.

For example, Joe only has a mask and headgear listed as supplies in the system. When he becomes eligible, the system only asks if he wants to replace the mask and headgear.

Mary has cushions, headgear, mask, tubing and a humidifier listed in ResMed ReSupply. Since the last supply dates for these items are in the system, we can ensure the system references their eligibility schedule to determine when Mary needs to be outreached again for replacement supplies.

Step-by-step instructions

Creating a new patient file

Once a patient file is created, you can view and edit all information and documentation associated with the patient.

1. From the Dashboard, click **New patient**.

Enter the following details:

- Patient details

| Field | Description |
|-----------------------|---|
| Title | Enter the patient's title. For example, Mr, Ms or Dr. |
| First name | Enter the patient's first name. |
| Last name | Enter the patient's last name. |
| Date of birth | Enter the patient's date of birth. |
| Location | Enter the patient's location. |
| Patient ID (optional) | Enter this information when available. |
| Gender (optional) | Enter this information when available. |

- Notifications

| Field | Description |
|----------------|------------------------------------|
| Contact method | Select the desired contact method. |

| | |
|----------------------------------|---|
| Email | Enter the patient's email address. |
| Area code and number | Enter the patient's area code and telephone number. |
| Area code and number (secondary) | Enter the patient's second area code and telephone number if applicable. |
| Type | Enter the type of telephone number (mobile, home or office) for each entry. |

- Payor details

| Field | Description |
|-----------|--|
| Payor | Select the patient's payor (insurer). |
| Plan | Select the patient's plan. |
| Member ID | Enter the patient's member ID (for example, group number or membership number) |

- Supplies

| Field | Description |
|---------------|---|
| HCPCS | Select the relevant HCPCS code. |
| Last supplied | Select the last supplied date. |
| Description | Enter or select the relevant description or product number. |
| Serial number | Enter the relevant device serial number. |

- Shipping address

| Field | Description |
|-----------------|--|
| Address | Enter the patient's shipping address. |
| City/Suburb | Enter the patient's city or suburb. |
| State/Territory | Select the patient's state or territory. |
| Zip code | Enter the patient's zip code. |

2. Click **Save**.