# Linking Patients Version 4.4.543

In the latest version of Intellispace PACS Patient Linking looks different than version 4.4.526. The 'Tree Structure' with a Master Record and expanding [+] layers of Organization Records has been replaced with one list of exams from all orgs combined together.

Linking Patients:

Linking Patients is performed by selecting two records (Hold Ctrl + Click) right click and select 'Link Patients'.

The list doesn't automatically refresh to show the patients are linked. Once the link is completed, click the 'Search' button to show the newly linked records.
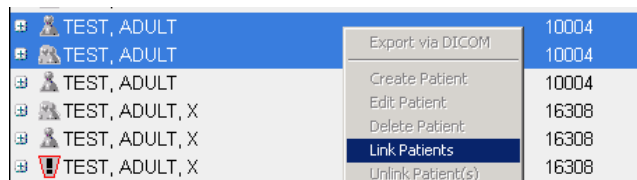
This shows two records immediately after the Patient Linking occurred without refresh/Search:

This shows one record after hitting 'Search' refreshing the view:

Unlinking Patients:

To unlink a patient/org record, right click on the patient, and select "Unlink Patient(s)".

Some users may have the option to "Edit Patient" If they do, they can open the 'Edit Patient' dialog, and select 'Links'.
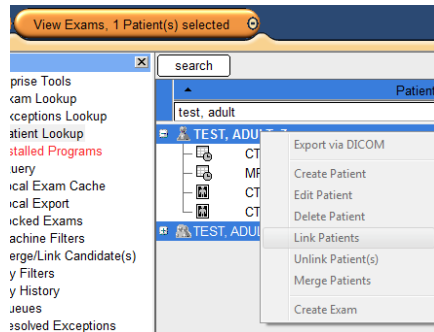
Select the org/record that needs to be unlinked and click on "Remove From Link" and click 'Save'.
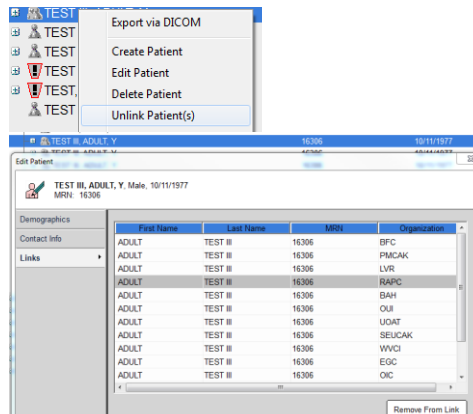
Not Able to Link Patient(s)

There will be instances when the 'Link Patient(s)' option is grayed out or you get an error/notification. The reasons are, but not limited to, the following reasons.

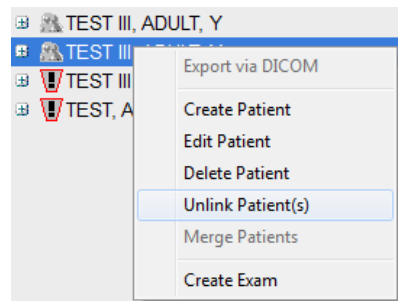A study is open in the viewer on the patient you are trying to link.
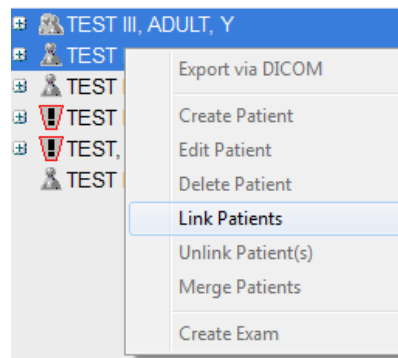
Two Sets of Linked Records

Sometimes you will find two sets of Linked Records and two sets of Linked Records cannot be linked together.
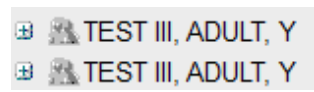
You must unlink one set (smaller/fewest) with a right click/Unlink Patient(s) breaking them into individual records.
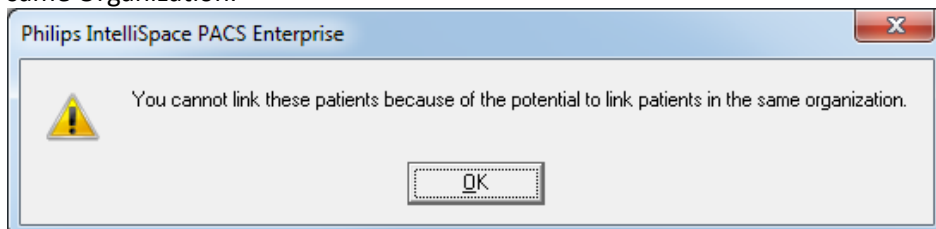
Then link each separately, one at a time, into the other set of Linked Records.

Duplicate Patient Needing to Be Merged

This notification will display when you attempt to link a record to a set of records that already have a record for the same Organization.

This indicates there are duplicate medical records on the patient. You will need to submit to Radiology Associates a "Request to Amend or Correct Patients Record" http://www.rapc.com/links.html .