Single Email Tied to Multiple Patients

🖥 GO TO

PATIENT MANAGEMENT>CONTACT INFORMATION>EMAIL ADDRESSES *(PRIMARY)*

Email Addresses

Email	Comments
family+joe@yahoo.com	PRIMARY

☰ STEPS

1. For patients that share a common email, there is a workaround provided below:

   If you have three patients, *Jane Smith, John Smith, and Joe Smith* and all of their emails are family@yahoo.com, what you can do is, for Jane Smith you can enter the email as is (family@yahoo.com). For the remaining emails you would put; for example, John Smith as (family+john@yahoo.com) and for Joe Smith, (family+joe@yahoo.com). It doesn't matter whether you put (+) and a name, or a number but there must be a (+) sign plus a unique difference, of a name or a number, to associate each account separately. It is suggested to use name, because it is easier for the patient to remember than a random number created by the practice

   By putting that (+) and name/number before the (@) sign, it will still send any information to the original email of family@yahoo.com, but it will allow each email to easily identify and associate the email to each patient in WRS as a placeholder.

   Please note, if the patient has a 'unique' email version on their account, (ex: family+joe@yahoo.com), that is the version of the email that must be used when accessing the portal, so the system knows the account is tied to that patient.

💡 NOTES

> o *If the patient has a 'unique' email version to their account, (example: family+joe@yahoo.com), that is the version of the email that must be used by the patient when accessing the portal, so the system will recognize what patient account is being accessed*