De-Registering a Patient from Medicines Manager

Once a patient has been registered to Medicines Manager, it is possible to de-register them. De-registered patients can be re-registered at a later date following the registering process.
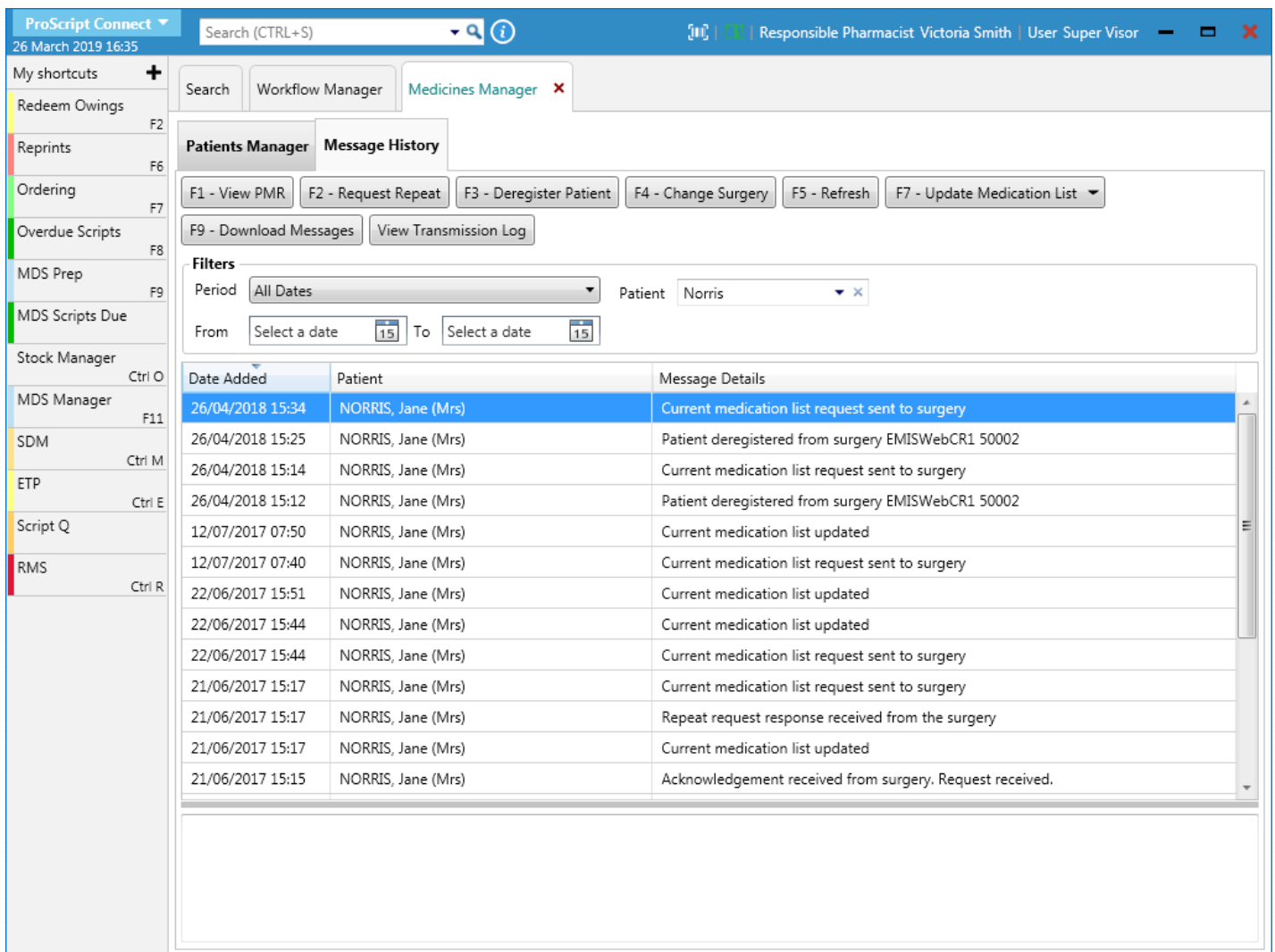
You must be logged in to the NHS Spine with your smart card to de-register a patient from the Medicines Manager service.

Patients Manager Statuses

Status	Definition
Not Eligible	The patient does not meet any of the criteria and is not eligible to be registered for the MM service.
Eligible	The patient is linked to a MM (EMIS Web) surgery within their Patient Details but has not met one or both of the other criteria and is not ready to be registered for the MM service.
Ready	The patient has met all the criteria and is ready to be registered to the MM service.
Pending	A registration request has been sent and is pending checks.
Active	The registration request was successful, and you can now request repeat prescriptions via Medicines Manager for this patient.
Deregistered	The patient has been deregistered within Medicines Manager at your pharmacy.

De-registering a Patient

1. From the Medicines Manager, click the *Message History* tab.
2. The *Message History* tab contents display. Use the *Filters* and search box to locate and highlight the patient you want to de-register.

3. Press **[F3 – Deregister Patient]**.
4. A Deregister patient pop-up window displays asking if you're sure you want to deregister the patient.
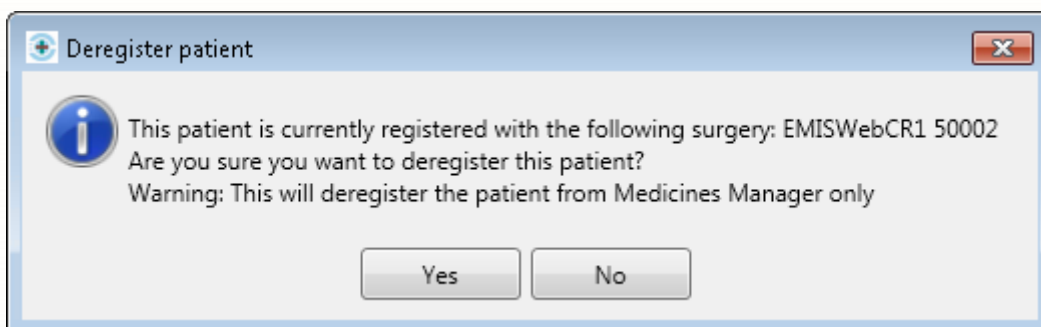
5. Click **[Yes]**.
6. A second Deregister patient pop-up window displays, advising you that the patient was deregistered.
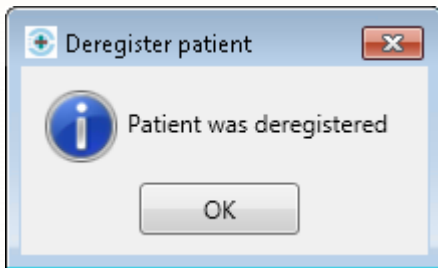
7. Click **[OK]**.
8. Once new messages are downloaded and refreshed, the *Message History* tab will display a new message confirming the patient has been deregistered from their surgery, and the patient will be marked as Deregistered on the *Patients Manager* tab.

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	31 July 2019		Joanne Hibbert-Gorst

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