**ADD A PATIENT/CREATE AN MRN WITHOUT ADDING AN ENCOUNTER**

Other departments within the Trust may contact A&E Reception, outside of office hours, if they need a new patient registering on EPR. To do this use the guide below.

1. Open **Access Management Office**
2. Double click **Add Person Without Encounter**
3. Complete **Surname, Forename, Gender** and **DOB** and click **Search**
4. If patient has been to our Trust before their details will be displayed, give the caller the MRN
5. If patient has not been to our Trust before, the system will PDS Search and display the results
6. If system does not PDS Search, **ensure Surname, Forename, Gender & DOB** are completed and click **PDS Search**
7. Select the correct patient from the **PDS search results** list and click **Add Patient**
8. If **no results returned from PDS** – check if the patient is registered with (or has ever been registered with) a GP. If they are/have you’ll need to double check the DOB and spelling of names is correct and search again until you find the patient.
9. If patient **is not (and has never been) registered with a GP** (e.g overseas visitor) click **Add Patient.**
10. **Check patient details** as you would when booking into ED – address, contact number, NOK.
11. Click **OK** and a **message with the MRN** that’s been generated for the patient will pop up
12. Give the MRN to the person requesting it.