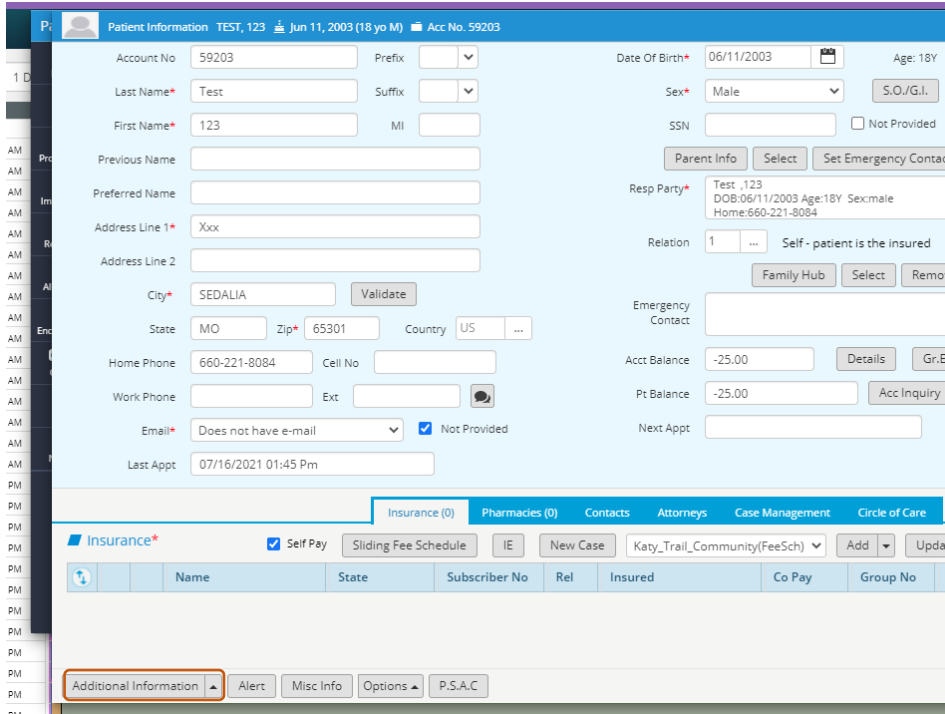


# How to Correct a Patient Not Pulling into DRVS

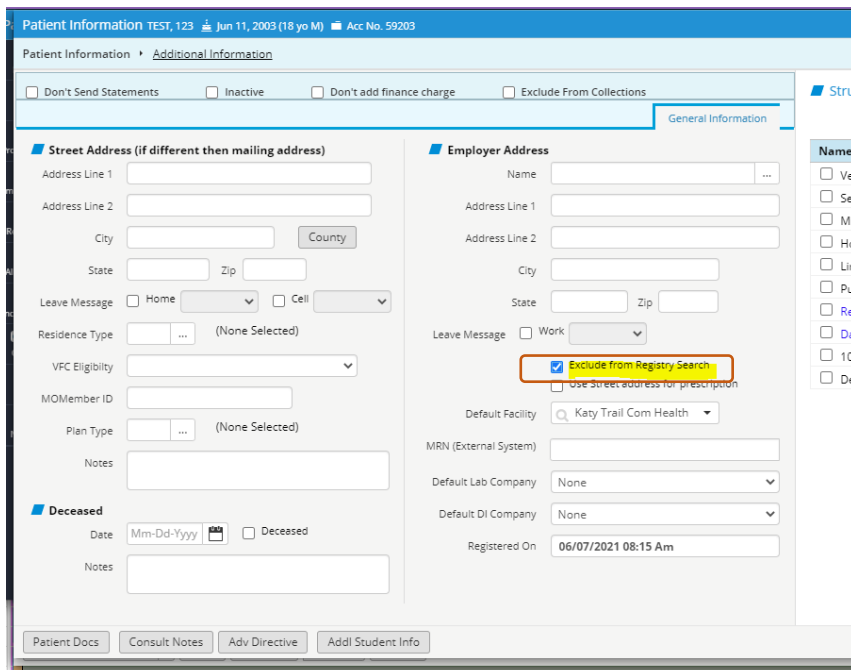
At times patients will not pull into DRVS because they are excluded from Registry Search. Below is how to verify and correct this. Please note, once corrected the patient will not show in eCW until the next day.

1. Select the patient & Open the **INFO** screen
2. Select **Additional Information**



The screenshot shows the 'Patient Information' screen for patient TEST, 123. The 'Additional Information' tab is selected at the bottom. The 'Insurance' section shows a table with one entry: 'Katy\_Trail\_Community(FeeSch)'. The 'Additional Information' button is highlighted with a red box.

3. Verify the **Exclude from Registry Search** and uncheck if selected



The screenshot shows the 'Patient Information - Additional Information' screen. The 'Exclude From Registry Search' checkbox is checked and highlighted with a red box. Other sections include 'Street Address', 'Employer Address', and 'Deceased' information.