How do I inactivate a patient?

You should inactivate a patient in ResMed ReSupply™ when:

- the patient is no longer with your organization
- you are unable to obtain valid contact information
- the patient is deceased
- the patient is no longer on therapy
- the patient is no longer compliant with therapy
- the patient no longer has insurance coverage
- the patient is not interested in the ResMed ReSupply program.

When you inactivate a patient, outreach stops immediately. The patient loses access to the online patient portal and supply requests are no longer processed through ResMed ReSupply.

What happens if the patient is reactivated later on?

If you reactivate a patient, their access to the patient portal, supply request and message history is restored.

Will the patient need to reset their password?

The patient may need to reset their password if they have not logged in for an extended period of time.

Step-by-step instructions

Inactivate a patient

1. In the **Patient details** section, click **Edit**.
2. From the **Status list**, select **Inactive**.
3. From the Reason list, select the reason for inactivation.
4. Review the message that appears below the Reason list, and click **Save**.
   Note: The notification preference changes to **Do not contact**.

To reactivate a patient, complete steps 1 to 4, but for step 2, select **Activate**.

Status

Active ▾

You are about to re-activate this patient.
Note: Past notification preferences will not be automatically restored. Check that all the patient's information is up-to-date, including notification preference, insurance information, address and supplies.

Save   Cancel