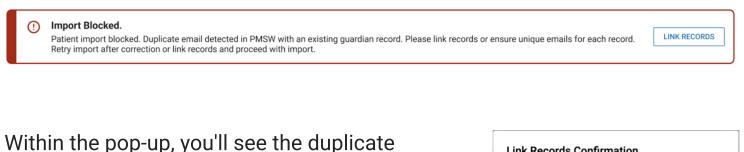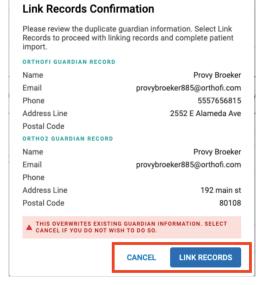# Overriding HIPAA-Blocked Patient Imports:

Occasionally, you might run into an error while importing patients from your PMSW to OrthoFi in the Integration Help Center. This usually occurs when there are duplicate patients in your PMSW with similar guardian details. To comply with HIPAA regulations and to prevent importing duplicate data or merging distinct patients, we implemented necessary blocks.

To save you time and empower you to control data management right within OrthoFi. You can now override these imports by following these steps:

If the import is blocked, you'll see an alert displayed below the patient's name. To override the HIPPA Block, select the "Link Records" button. Once you do that, a pop-up will appear.

Within the pop-up, you'll see the duplicate guardian information. Take a moment to review the details and verify that they are indeed the same. Once confirmed, you can proceed to link the records and continue with the import. **Keep in mind that once records are linked, the action cannot be reversed**. Therefore, it's crucial to thoroughly review the information before proceeding with the linking process.

After linking the records, you'll receive an alert confirming the successful trigger of the import. Please wait for 1-2 minutes before searching for the patient's name again. When searching for the patient, you'll notice that the "import blocked" alert has disappeared, indicating that the records were successfully linked. However, if there was an issue with linking the patients, the alert will persist. In such cases, please contact support for further assistance.

If the alert shows there was an error triggering the import, please contact support for assistance.

IMPORTANT:

From time to time, a patient gets manually created in OrthoFi and has not been linked to the PMSW Patient Record, this will still trigger this HIPPA block to appear. When this happens, it's important to NOT proceed with linking the records. Even though the alert is visible, reaching out to support is imperative. They can assist in the manual linking of the PMSW and OrthoFi records.

You can identify this situation by noticing the information next to the OrthoFi logo but not the PMSW logo. Here's an example: