Disable a doctor

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To disable a doctor in Zedmed, you must make their profile unavailable so they are no longer visible and make their Zedmed login inactive. You will also need to check their appointments and results inbox.

Shortcuts to specific sections:

- Step 1: Reassign affected Results
- Step 2: Reschedule affected Appointments.
- Step 3: Make the doctor's profile unavailable.
- Step 4: Make the doctor's Zedmed account inactive
- Step 5: Review the doctor's payments

Step 1: Reassign affected Results

Go to the Results Inbox and select the doctor's name in the **User** field to display that doctor's results. Any results will need to be reassigned to the appropriate doctors. Results for tests returned after the Doctor was disabled, will be returned to the patient's file and shown in the results inbox.

To learn more, see the Action Results guide.

Step 2: Reschedule affected Appointments.

Run the Appointments Report for the doctor to see who they have appointments with and when. Reschedule the affected appointments.

Step 3: Make the doctor's profile unavailable.

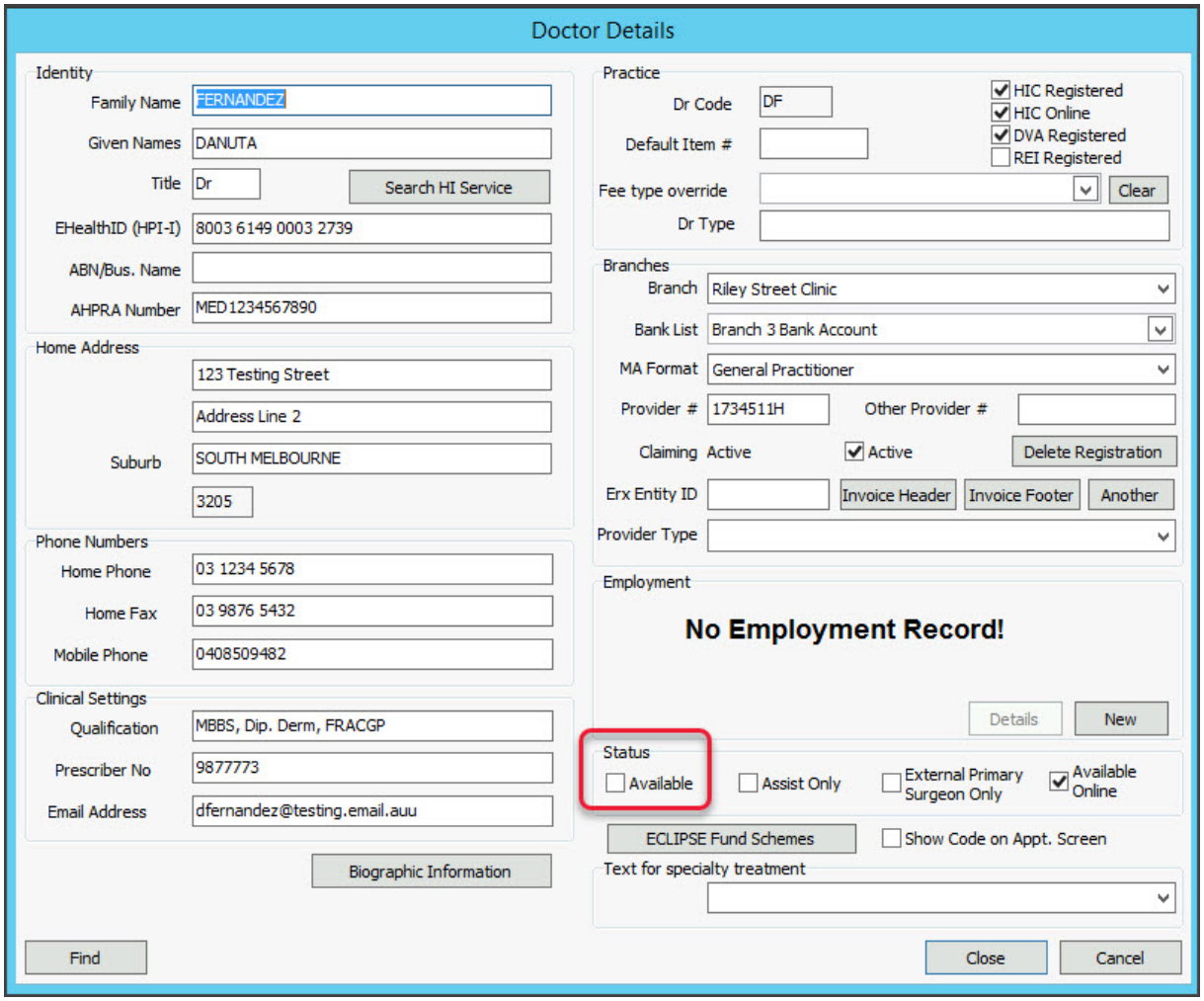
To update the doctor's profile:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup** then **Doctors** > **Find Treating Doctors**.

   The **Find Doctor Detail** screen will open.
3. Use the drop-down by **Dr Code** to select the doctor's initials.

   The doctor's profile will open.
4. Under the **Status** section, remove the tick from **Available**.
5. Select **Close** to save the change.

   This doctor's profile will no longer be visible in Zedmed.



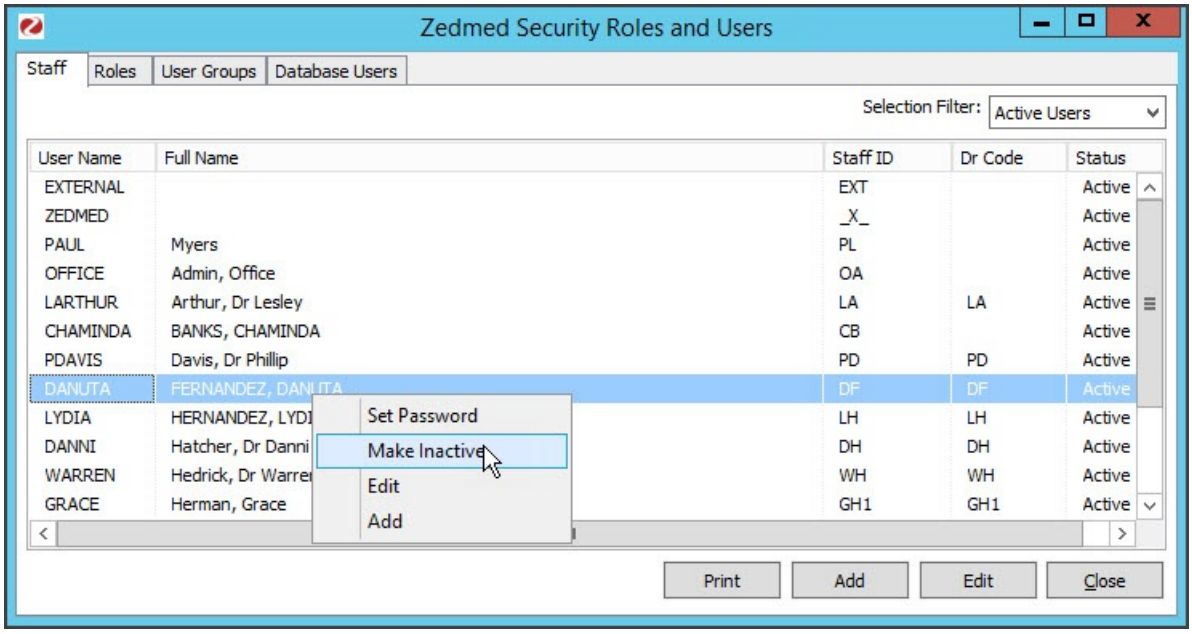
Step 4: Make the doctor's Zedmed account inactive

For Zedmed Cloud users, submit a request for the account to be disabled using the disable user request form.

To disable the Zedmed login:

1. Go to Zedmed's **Utilities** tab.
2. Select **Security**.

   The **Zedmed Security Roles and User** screen will open at the **Staff** tab.
3. Select the doctor.
4. Right-click their name.
5. Select **Make Inactive**.
6. Select **Close** to save the change.



Step 5: Review the doctor's payments

Payments

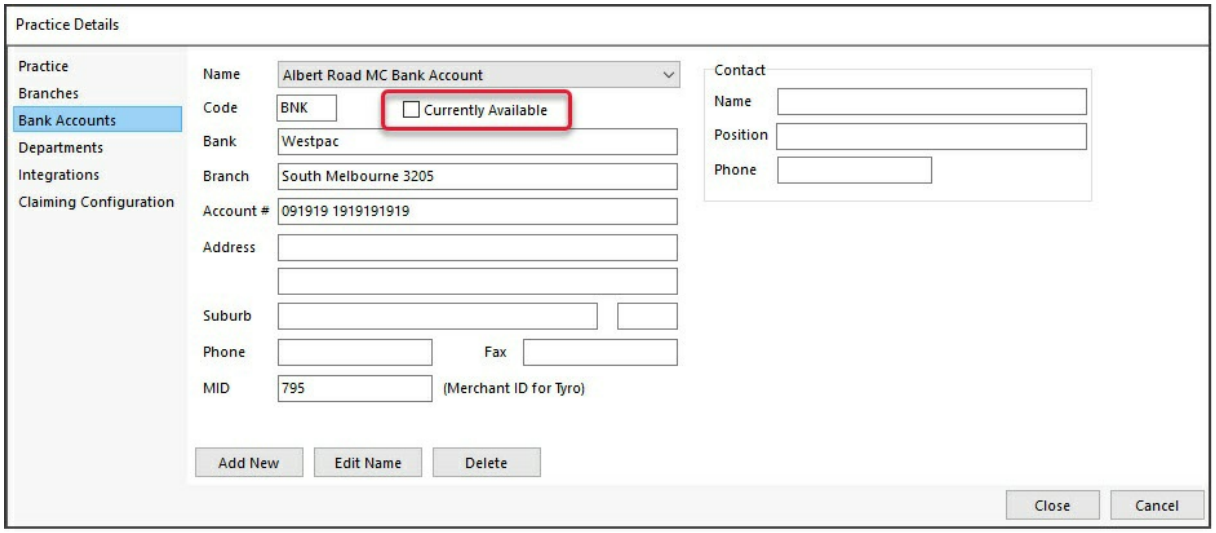
Zedmed records payments for record-keeping and reporting. Making a doctor or their bank account unavailable does not impact payments to a bank account. Payments are made directly to a bank account from the payer, for example, Medicare or Tyro (if the doctor is a merchant).

Bank accounts

If the doctor receives payments to their own bank account, you should disable that bank account. Making the doctor unavailable will not make their bank account unavailable. Disabling the bank account will stop that bank account from showing up in reports unless you include disabled bank lists in the report. We recommend disabling the bank account after it no longer needs to be included in your reporting.

To disable the doctor's bank account:

1. Open the **Practice Details**.
2. Select the **Bank Accounts** tab.
3. Remove the tick from **Currently Available**.



Considerations

If you are concerned about payment arrangements or reporting that could be impacted by disabling a doctor or their bank account, we recommend checking what payments and claims are outstanding for that doctor, and not disabling them until their invoices have been reconciled. You can end the doctor's schedule to ensure they are unavailable for appointments and make their Zedmed account inactive to prevent them from logging in.