

Frequently Asked Questions

Last Modified on 03/29/2023 9:40 am CDT

Can't find the answer you're looking for? We've included some of our most frequently asked questions here:

How do I reset my password?

You can reset your password on the mobile app or the web portal by initiating [account recovery](#) - see how to do so [here](#).

How do I find my patients?

If you're having trouble finding patients on your census, first be sure that your [census filters](#) include the correct facilities and the "Assigned to" filter is set to "Disregard". You may then [search the census](#) for the patient by name, date of birth, or account number/MRN. If the patient is still not auto-populating, select "continue searching" at the bottom of the screen and select the location of service.

If you find yourself consistently missing patients from your census, please [reach out to our support team](#).

How do I create an account for a new user?

To create an account for a new user, you must have administrative access or reach out to your administration. If you are an admin user, you may follow these steps to request a new user account: [Request a New User](#)

How do I see all of the charges that a specific user entered?

An Admin level user can access the [Ad-Hoc Report](#) or the [Revenue Cycle Management Report](#) and filter by the desired user to see all charges within a specified date range. Note that the Ad-Hoc report will pull data in 6-month increments, and the Revenue Cycle Management report will pull 3-month increments.

I started rounding at a new location and I can't see it on my census, how do I find my patients?

If you recently started seeing patients at a new location, first be sure that your [census filters](#) have the correct locations selected. If you are still unable to find patients via [census search](#), please [reach out to our support team](#) so that we can ensure your account has the proper access.

I have an idea for a new feature, how do I request it?

If you have an idea or request for a new feature to be added to Charge Capture by MDTech, let us know! [Reach out to our support team here.](#)
