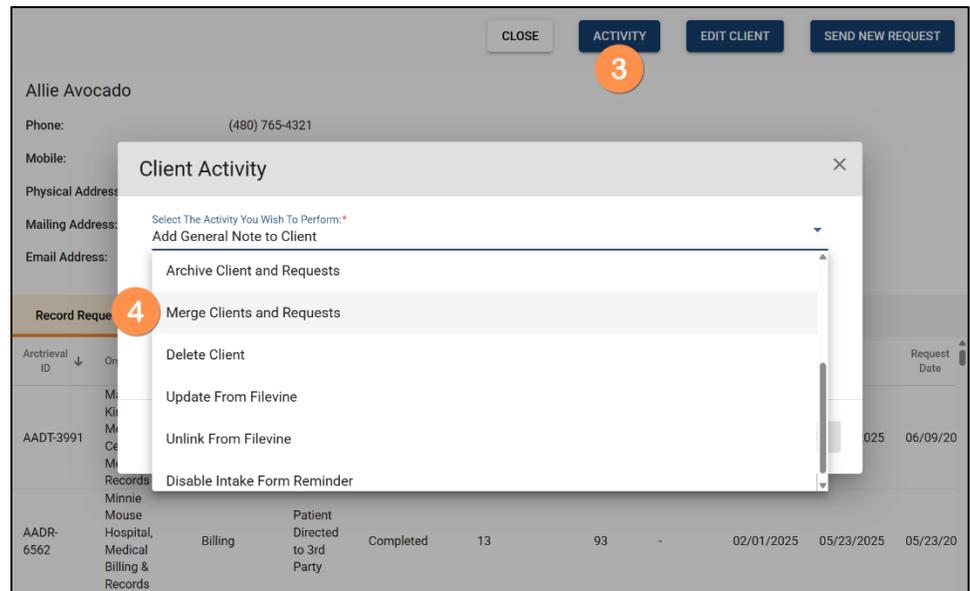


# Merging Duplicate Clients and Consolidating Requests

## 1. Merging Clients and Requests—Quick Steps

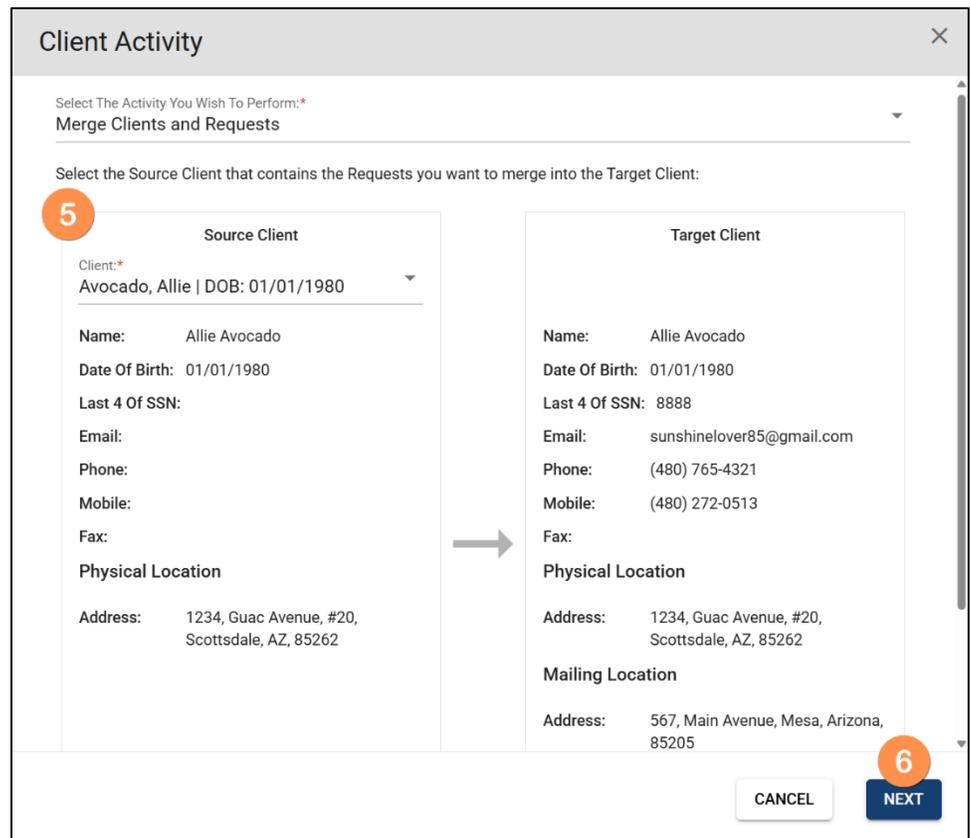
1. Click on Clients in the left-hand menu.
2. Select the Target Client. This is the client record you want to keep in the system.
3. Click the Activity button.
4. Select "Merge Clients and Requests" from the dropdown menu.



5. You will be prompted to select the Source Client. This is the duplicate client record that will be merged with the Target Client.

Note: The Source Client will be deleted after the merge is completed.

6. Once the Source Client is selected, review the Client Information, then click Next.



# Merging Duplicate Clients and Consolidating Requests

7. A confirmation message will appear before the merge is completed. Review the message carefully. A merge cannot be undone. After reviewing the message, click the Confirm Merging button.

**Confirm Merging Requests and Deleting Source Client** [X]

Confirm that you want to merge all Requests in the Source Client into the Target Client and delete the Source Client.

1. All Requests in the Source Client will be merged into the Target Client.
2. The Target Client information will be used for all future requests.
3. The merge does not affect any past correspondence or individual right of access requests that were issued.
4. The Source Client information will be deleted.

**Caution! This activity cannot be undone.**

CANCEL **7** CONFIRM MERGING

8. If the Source Client any open requests, a warning message will appear as shown.

The warning is to let you know the Client has open requests, and any Client information, such as a name, date of birth, address, aliases or the last four of their SSN, on any open requests cannot be updated after the request has been issued.

**Warning: The Source Client has one or more open requests!** [X]

The Client information on an individual right of access request cannot be updated after it is issued. The Source Client: Allie Avocado has one or more open requests. Information on any open requests will not be updated.

If information needs to be updated on one or more requests for Source Client: Allie Avocado, follow these steps.

1. Cancel the open requests for Source Client: Allie Avocado.
2. Merge the Source Client: Allie Avocado into the Target Client: Allie Avocado.
3. After the merge, issue new requests using information for Target Client: Allie Avocado.

If the information for the open requests is correct or the Client information is identical in each record, proceed with the merge.

**Caution! This activity cannot be undone.**

CANCEL CONTINUE MERGE

9. Once the merging is complete, a confirmation message will appear stating that all requests have been successfully moved from the Source Client to the Target Client and that the Source Client has been deleted from your Client List.

**Merge Clients and Requests Confirmation** [X]

All requests in the Source Client: Allie Avocado were successfully merged into the Target Client: Allie Avocado and the Source Client: Allie Avocado was deleted from your Client list

CLOSE



This action cannot be undone. Once you merge Clients, the Source Client is deleted permanently, although its requests and documents will be saved in the Target Client.

# Merging Duplicate Clients and Consolidating Requests

## 2. Background

In Arctrieval, a Client represents a person for whom your law firm requests protected health information, such as medical records, billing statements, or imaging studies. Keeping accurate client records is critical, not only for internal tracking and billing but also for ensuring optimal case resolutions. Over time, however, duplicate clients can be created unintentionally. These duplicates may arise when different team members enter similar but slightly different client details, when records are imported from case management systems, or when a staff member does not realize a client exists.

Name	Phone	Mobile	City	State	Date of Birth	SSN	Signature Uploaded	Patient ID Uploaded	Email
Avocado, Allie			Scottsdale	AZ	01/01/1980		No	No	
Avocado, Allie	(480) 765-4321	(480) 272-0513	Scottsdale	AZ	01/01/1980	8888	Yes	Yes	sunshinelover85@gmail.com
Bagel, Benjamin		(480) 980-0000	Oven	AZ	01/01/2022	8888	Yes	Yes	
Banner, Bruce	(480) 741-1110	(480) 399-0304	Marvel City	CA	01/01/1980	9000	Yes	Yes	thehulk@m-c-unlimited.com
Beet, Bethany		(480) 980-9482			01/01/1980		Yes	No	jmillhorn@arctrieval.com
Bell, Tinker	(485) 555-1212	(561) 970-8473	Disneyland	FL	01/01/1980	8500	Yes	Yes	info@arctrieval.com
Berry, Betty		(936) 366-5805	Scottsdale	AZ	01/01/1990	7777	Yes	No	jmillhorn@arctrieval.com
Borne, Randall	(651) 555-1212	(480) 272-0513	St. Paul	MN	01/01/1980	5566	Yes	Yes	jvishney@hotmail.com
Brown, Barbara		(480) 957-2350	Phoenix	Arizona	08/04/2020	1234	No	No	mkent@arctrieval.com
Brown, Charlie	(480) 741-1111	(972) 951-9163	Scottsdale	AZ	01/01/1980		Yes	Yes	charlie@m-c-unlimited.com
Brown, Dawn		(561) 306-0838	Long Beach	CA	01/01/1980	8888	Yes	No	beachgirl85@gmail.com
Brown, Jody	(480) 555-1212	(918) 381-2800	Scottsdale	AZ	01/01/1980	5555	No	No	rebeccaustintenantlawfirm.com
Builder, Barbara			San Diego	CT	01/01/1980	8788	Yes	Yes	

Duplicate clients can cause a wide range of problems. Some requests may be issued under one client profile, while others are tied to a second profile, which makes it more difficult to view all of a client’s activity in one place. This can lead to inaccurate reporting, duplicated billing, and delays in case progress. Sometimes, this may require requests to be canceled and reissued if incorrect client data is sent. Merging duplicate clients into a single, accurate record eliminates these risks and ensures that your firm’s requested data remains clean, consistent, and compliant.

The Merge Clients and Requests feature in Arctrieval allows you to consolidate duplicate clients in a few steps, without losing request data or activity history. The merge process is designed to preserve the integrity of previously issued requests while streamlining your client list. This guide explains when to use that tool and how to do it properly.

# Merging Duplicate Clients and Consolidating Requests

## 3. Discovering Duplicate Clients

You may become aware of duplicate Client records while reviewing the Client List, or when searching for a specific client. For example, below are two entries for client Allie Avocado with slightly different information, but both pertain to the same person.

The screenshot shows the Arctrieval interface for 'Smith, Gallagher & Spencer LLP'. The search bar contains 'allie'. The table below shows two entries for 'Allie Avocado'.

Name ↑	Phone	Mobile	City	State	Date of Birth	SSN	Signature Uploaded	Patient ID Uploaded	Email
1 Avocado, Allie	(480) 765-4321	(480) 272-0513	Scottsdale	AZ	01/01/1980	8888	Yes	Yes	sunshinelover85@gmail.com
2 Avocado, Allie			Scottsdale	AZ	01/01/1980		Yes	No	

Client 1 and Client 2 have many similarities and only a few minor differences, as follows:

1. The Name is the same for Client 1 and Client 2.
2. The City and State are the same for Client 1 and Client 2.
3. The Phone and Mobile for Client 1 are listed, but there is no Phone and Mobile for Client 2.
4. The Email for Client 1 is listed, but there is no Email for Client 2.
5. The information for Client 1 is much more complete, as you will see in the images below.

# Merging Duplicate Clients and Consolidating Requests

If you look at the Requests for Client 1, you will see many requests that have been issued. The client profile includes a complete address, phone and mobile numbers, and an email address.

1

CLOSE ACTIVITY EDIT CLIENT SEND NEW REQUEST

**Allie Avocado**

Phone: (480) 765-4321  
 Mobile: (480) 272-0513  
 Physical Address: 1234, Guac Avenue, #20, Scottsdale, AZ 85262  
 Mailing Address: 567, Main Avenue, Mesa, Arizona 85205  
 Email Address: sunshinelover85@gmail.com

Multiple issued requests

Record Requests		Contacts	Client Details	History	Documents & Files									
Arctrieval ID	Organization	Requested Information	Request Type	Status	Days Open	Request Expenses	Page Count	Delivery Method	Starting DOS	Ending DOS	Request Date	Due Date	Last Activity Date	Completed Date
AACF-1019	Kaufman, David	Billing, Other	Patient Directed to 3rd Party	Invoice Received	328	0	-	-	03/01/2024	07/16/2024	07/16/2024	08/15/2024	08/06/2024	-
AACD-9991	Dr. Hook PT and Chiro	Billing	Patient Directed to 3rd Party	Completed	2	0	-	-	02/01/2024	07/01/2024	07/02/2024	08/01/2024	07/06/2024	07/04/2024
AACD-5520	Spencer White Pain Management, Medical Records	Billing, Medical, Imaging	Patient Directed to 3rd Party	Completed - No Records	27	-	-	-	02/01/2024	06/25/2024	06/26/2024	07/26/2024	07/26/2024	07/23/2024
AABX-3390	Dr. Hook PT and Chiro	Medical, Other	Patient Directed to 3rd Party	Completed - No Records	14	-	-	-	04/01/2024	04/15/2024	04/15/2024	05/15/2024	04/29/2024	04/29/2024

If you look at the Requests for Client 2, you will see that only one request was issued. The mailing address, phone and mobile number, and email address are missing. This record is less complete than Client 1 and should be merged into Client 1.

2

CLOSE ACTIVITY EDIT CLIENT SEND NEW REQUEST

**Allie Avocado**

Physical Address: 1234, Guac Avenue, #20, Scottsdale, AZ 85262

Phone Number is Missing  
 Mobile Number is Missing  
 Mailing Address is Missing  
 eMail Address is Missing

Record Requests		Contacts	Client Details	History	Documents & Files									
Arctrieval ID	Organization	Requested Information	Request Type	Status	Days Open	Request Expenses	Page Count	Delivery Method	Starting DOS	Ending DOS	Request Date	Due Date	Last Activity Date	Completed Date
AADT-3991	Magic Kingdom Medical Center, Medical Records	Medical	Patient Directed to 3rd Party	Open	0	0	-	Other	01/01/2025	06/09/2025	06/09/2025	07/09/2025	06/09/2025	-

One issued request

# Merging Duplicate Clients and Consolidating Requests

## 4. Merging Duplicate Clients—In Detail

The steps below will walk you through merging two Clients into one entry in your Arctrieval account.



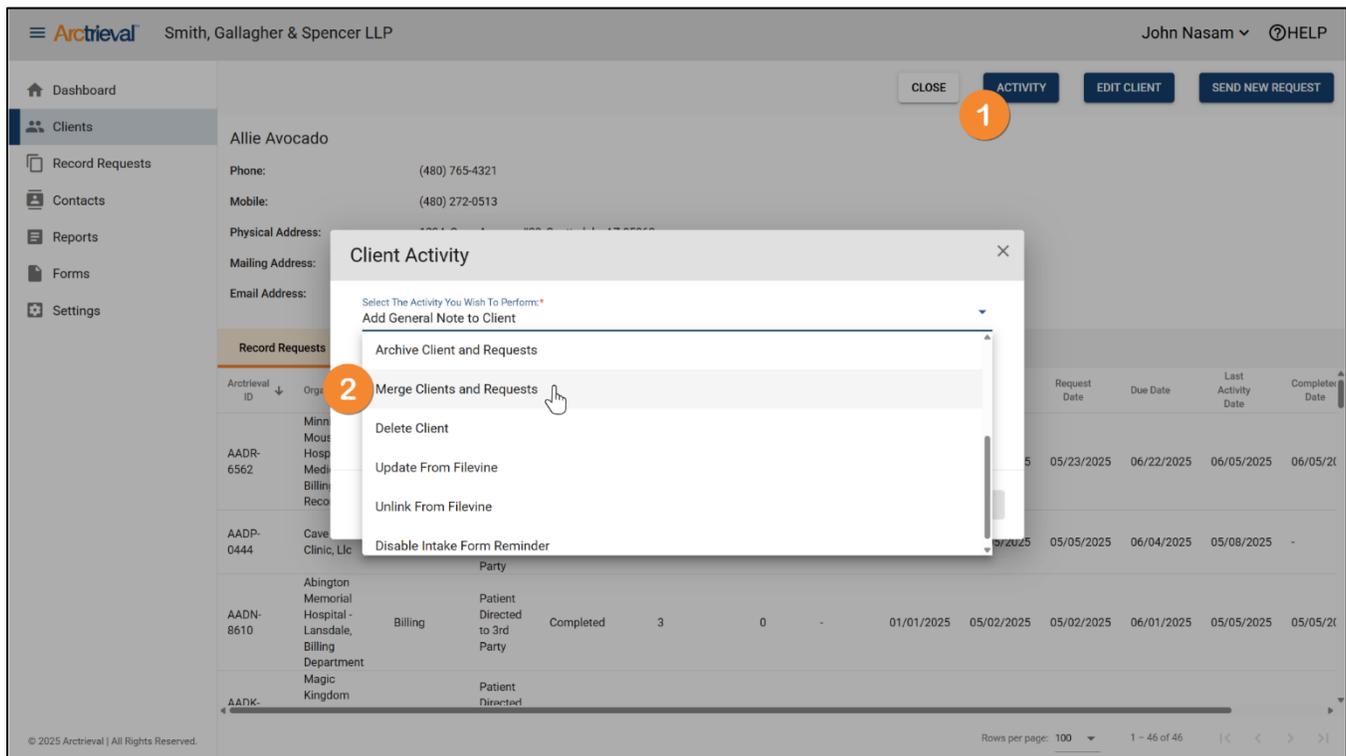
This action cannot be undone. Once you merge Clients, the Source Client is deleted permanently, although its requests and documents will be saved in the Target Client.

Identify the Client that you want to keep—the Target Client. The Target Client should have the most complete and accurate information, such as a full address, phone number, email address, etc.

The Source Client is the duplicate entry that will be merged into the Target Client. This Client will be deleted after the merge is complete. All associated requests with each request history, uploaded files, and communications are preserved and transferred to the Target Client.

Click on Clients in the left-hand menu to display all the clients in your Arctrieval account. Use the search function if needed to find the correct target Client record. After locating the Target Client in the table, click on the Client’s row to open the detail page.

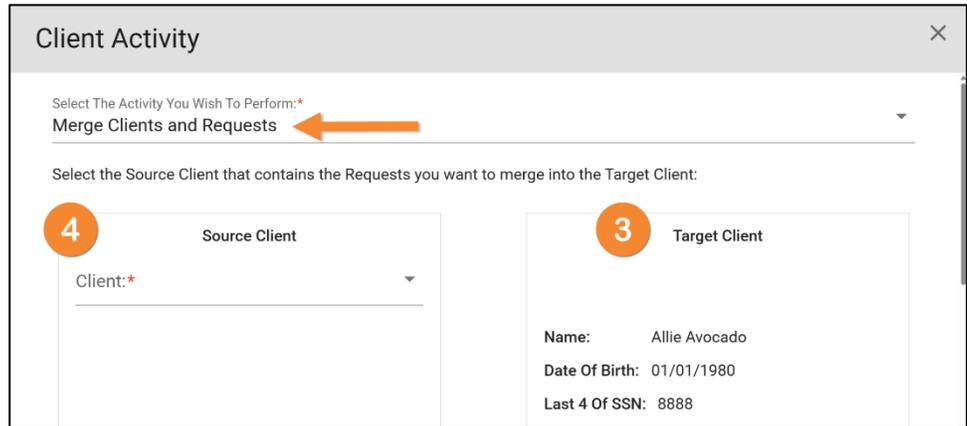
1. Click the Activity button to open the dropdown list of available actions.



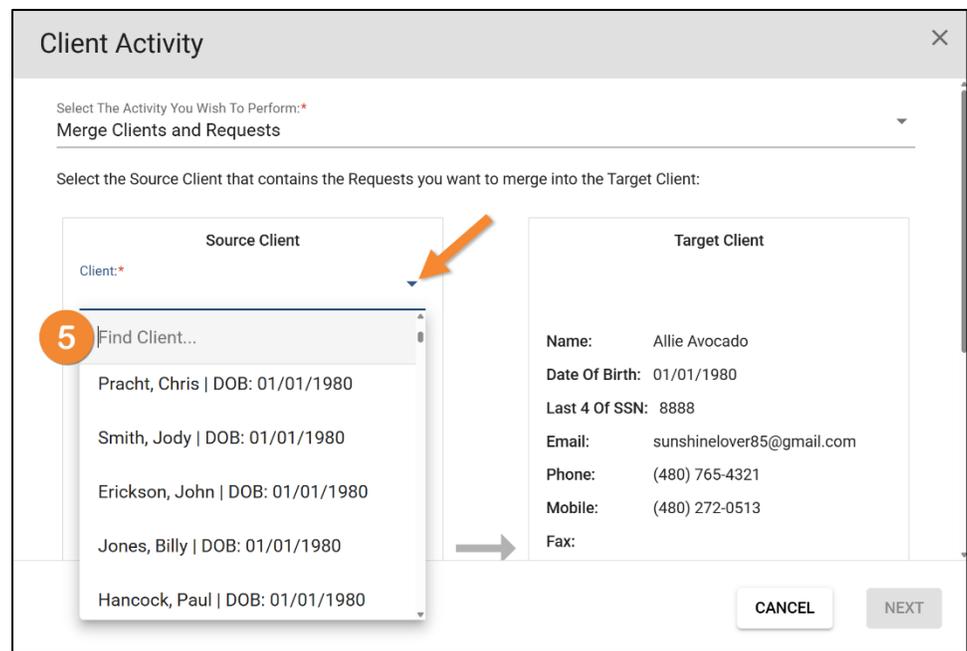
2. Select Merge Clients and Requests from the options under the “Select The Activity You Wish To Perform” drop-down dialog menu, as shown.

# Merging Duplicate Clients and Consolidating Requests

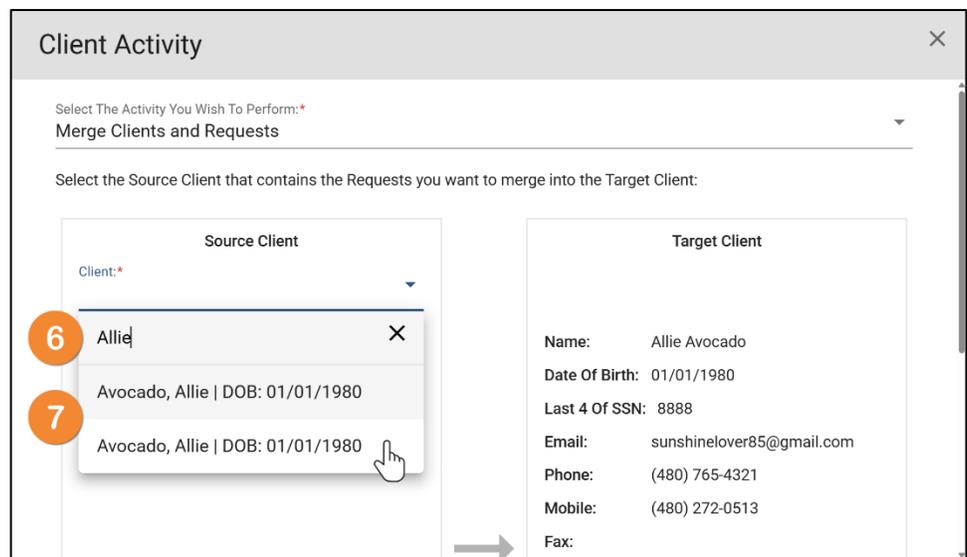
- 3. The Merge Clients and Requests dialog box is shown, and the Target Client is pre-selected and is displayed in the right-hand column.
- 4. Click the Client drop-down dialog field in the Source Client to display the Client list, as shown.



- 5. In the Find Client field, enter the Source Client name for the merge.



- 6. We will use "Allie" to filter the results in this example.
- 7. The list of choices is now filtered only to include Clients with "Allie" in the name. Clicking on Avocado Allie | DOB: 01/01/1980 (the second one) will display the Client's information.



# Merging Duplicate Clients and Consolidating Requests

- 8. The left-hand column displays all the Source Client information that needs to be compared to the Target Client information.
- 9. Confirm the Target Client information in the right-hand column is correct.
- 10. Only after you review the Client information and are certain that both entries represent the exact same location and are interchangeable, click the Next button.

The screenshot shows a 'Client Activity' dialog box with a dropdown menu set to 'Merge Clients and Requests'. Below the dropdown, it says 'Select the Source Client that contains the Requests you want to merge into the Target Client:'. There are two columns: 'Source Client' and 'Target Client'. The Source Client column (marked with a circled '8') shows a dropdown for 'Client: Avocado, Allie | DOB: 01/01/1980' and fields for Name, Date of Birth, Last 4 of SSN, Email, Phone, Mobile, Fax, and Physical Location (Address: 1234, Guac Avenue, #20, Scottsdale, AZ, 85262). The Target Client column (marked with a circled '9') shows fields for Name, Date of Birth, Last 4 of SSN, Email, Phone, Mobile, Fax, Physical Location, Mailing Location (Address: 567, Main Avenue, Mesa, Arizona, 85205), and Personal Representative (Name: Albert Avocado, Relationship To Client: Next Of Kin). An arrow points from the Source Client column to the Target Client column. At the bottom right, there are 'CANCEL' and 'NEXT' buttons, with the 'NEXT' button marked with a circled '10'.

 This action cannot be undone. If unsure, it is best to stop and consult your supervisor or Arctrieval Support.

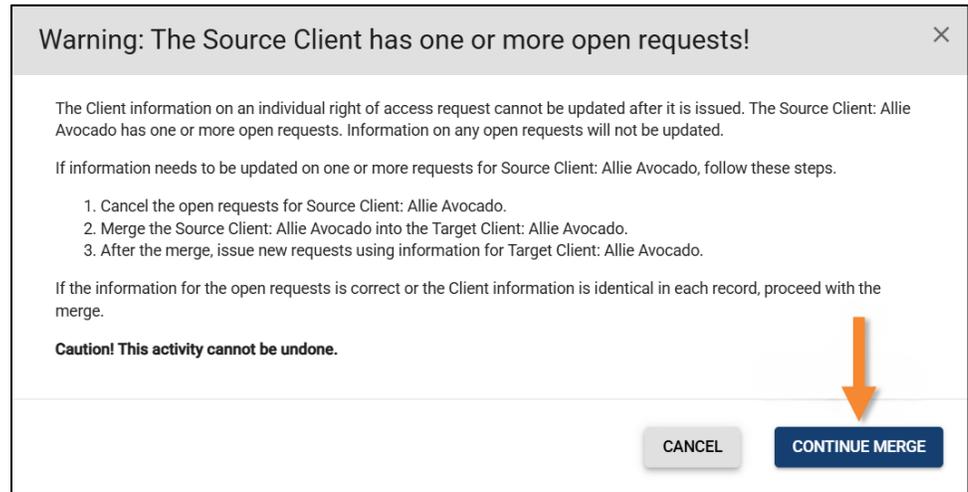
- 11. After pressing the Next button, Arctrieval displays a warning message that outlines the merge's consequences.

If you continue, the action cannot be reversed. If you have any doubts or questions, cancel the process and confirm with your team before proceeding. Once you are ready, click the Confirm Merging button to finalize the action.

The screenshot shows a 'Confirm Merging Requests and Deleting Source Client' dialog box. It contains a confirmation message: 'Confirm that you want to merge all Requests in the Source Client into the Target Client and delete the Source Client.' Below this are four numbered points: 1. All Requests in the Source Client will be merged into the Target Client. 2. The Target Client information will be used for all future requests. 3. The merge does not affect any past correspondence or individual right of access requests that were issued. 4. The Source Client information will be deleted. Below the points is a 'Caution! This activity cannot be undone.' message. At the bottom right, there are 'CANCEL' and 'CONFIRM MERGING' buttons, with the 'CONFIRM MERGING' button marked with a circled '11'.

# Merging Duplicate Clients and Consolidating Requests

If the Source Client has any open requests, an additional warning message will appear. In these cases, the client information on any open Individual Right of Access requests is not changed.



Merging a Source Client with any open requests means that any existing Client information from the Source Client will not be modified—even after the merge.

For instance, the date of birth is wrong for the Source client and correct for the Target client. The wrong data of birth for the Source client will still appear in any open requests after the merge. The individual right of access request cannot be changed once issued. Before the merge, cancel any requests that contain the wrong information about the Client.

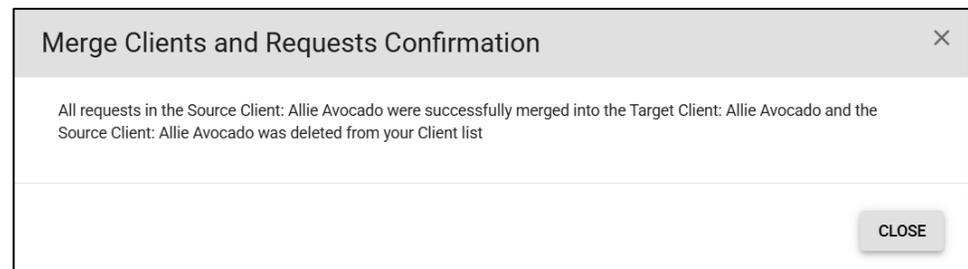
If Client information needs to be updated, follow these steps:

1. Cancel the open requests with the bad information for the Source Client.
2. Merge the Source Client with the Target Client
3. Issue new requests using the Target Client information.

When you are ready to proceed, click Continue.

12. If the merge is successful, the following dialog box is displayed.

If the merge cannot be completed or there is an issue, the system will display an error message with additional information.



## 5. What Happens After the Merge

When the merge is completed, Arctrieval automatically updates the information in your account. The Source Client is removed from your Client List, as well as all the dropdown menus and search results. However, the information is not lost. All the requests associated with the Source Client are moved to the Target Client. This includes:

- Request records and their statuses
- PDF documents and uploaded files
- Notes and correspondence history
- Activity logs and timestamps

The system also records the merge as an Activity History event. Any pending escalations or follow-up communications continue normally but are now tracked through the Target Client.

## 6. Client Data Best Practices

To maintain a clean Client List and good data integrity, always search the Client List before creating a new client record. Even slight differences in spelling or formatting can lead to duplicate entries. For example, "Jonathan A. Carter" and "Jon Carter" are separate client records but may refer to the same person.

Use consistent naming when entering new Clients. Also, avoid entering temporary or incomplete names that a more accurate client record might later replace.

As a preventative measure, you should audit your Client List regularly. In high-volume environments, duplicates are sometimes unintentionally introduced. Cleaning these up periodically helps keep your request system organized and reliable.