

Churn Codes

MPS churn codes to be added to patients comments

Please see below churn codes to be added to patient comments on MPS. These codes help to identify particular patient groups when reporting. This is especially important when it come to patients approved for phasing. Please ensure the code \$AP is added to the patient comments after the patient has been approved for phasing. All churn codes follow the same naming structure – each starts with a dollar sign and is followed by a letter/s.

Please ensure all dispensary staff are aware of these codes and the instances where they should be used. Churn codes are to be recorded in the notes on the
PMR

\$R = RIP

\$M = Moved Away

\$N = Nursing Home

\$H = Hospital

\$P = Price

\$G = Generics

\$C = Customer Service Issue

\$D = Doctor move

\$S = New Store (competition)

\$F = Finished Treatment

\$AP = Approved for Phasing

Thank you