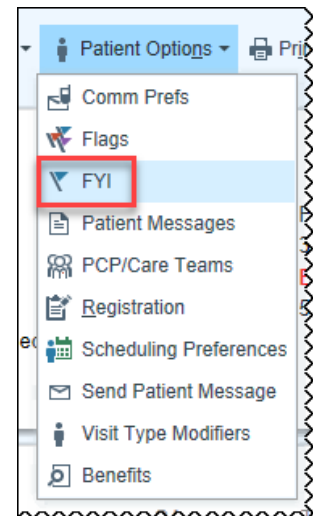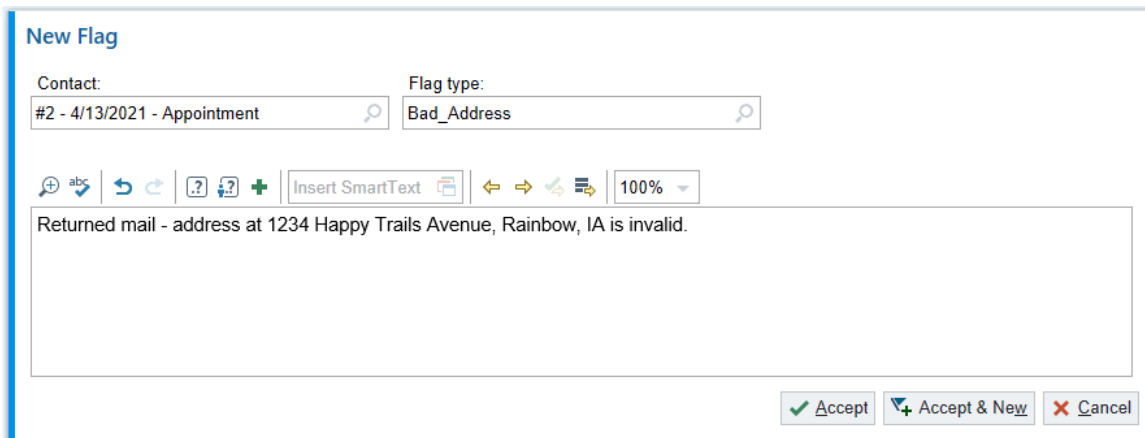# Bad Address

UnityPoint Health

When mail is returned as undeliverable you will document the bad address in Epic using an FYI flag. This document describes how to add and remove the bad address FYI flag and resolve the warning in the "missing items" workqueue.

Adding the Bad Address FYI Flag

1. Navigate to the patient **Appointment Desk**.
2. Click **Patient Options**.
3. Click **FYI**.
4. Click **New Flag**
5. Enter "Bad_Address" in the Flag type.
6. Type a comment to specify when the returned mail was received and the address that was used.
   a. Example: Returned Mail on 4/13/2021 address 1234 Happy Trails Avenue Rainbow, Iowa
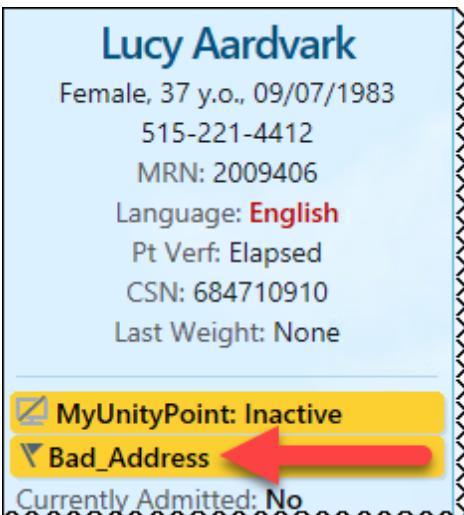7. Click **Accept**.
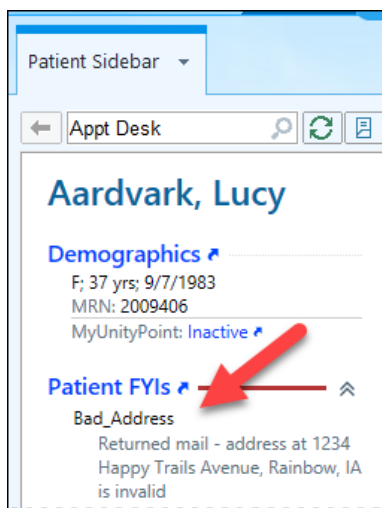
> ❗ In the Madison region use "Bad Address-APL"
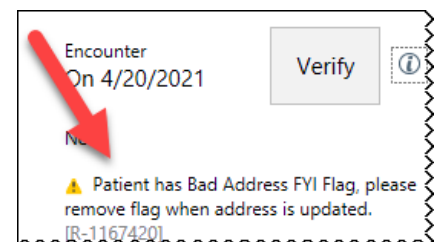
The flag will appear on the Storyboard, Patient Sidebar, as well as on the Checklist.

All screen shots are from UPH testing environments and do not include any real patient data.

You can also access the Patient FYI from registration activities by clicking **Patient FYI** on the Activity Toolbar.
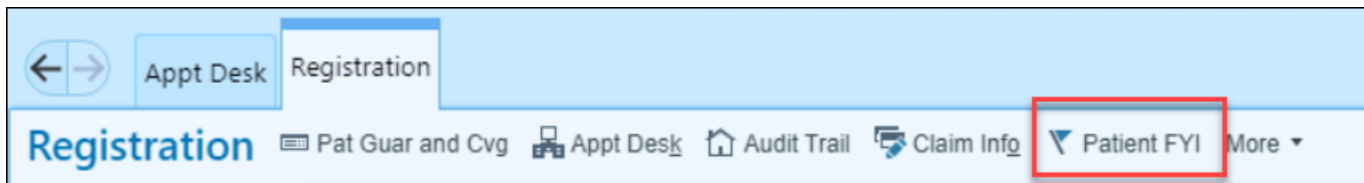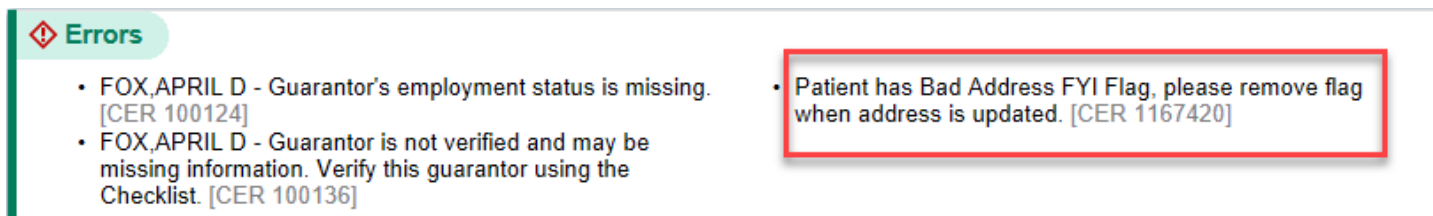

Missing Items Patient WQ

The confirmation warning in the checklist will route to the Missing Items Patient WQ when the flag is present.

1. Staff need to verify and/or update the address and remove the flag to satisfy the error in the missing items for appointment workqueue.

2. To remove the flag, go back to the Appointment Desk > Patient Options > **FYI**.
3. Highlight the bad address flag and click **Deactivate**.

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All screen shots are from UPH testing environments and do not include any real patient data.

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