
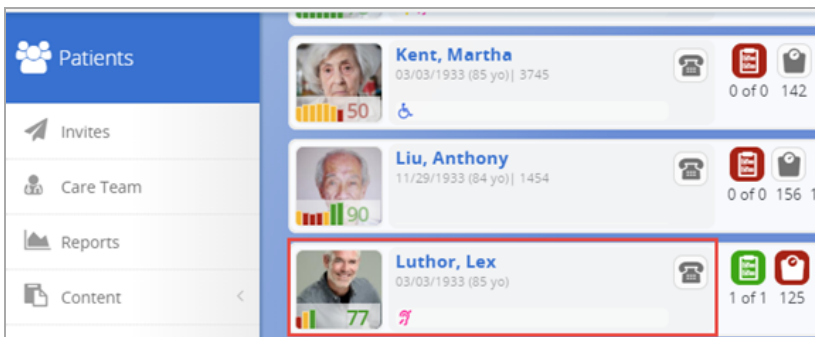


How to Unassign a Service Level


This process is used to transition a patient to a different platform, for example BYOD or IVR. If the patient needs to be removed from the program, then you can *complete the patient* using the  menu in the patient's header.

As a Care Team member, to unassign a service level from one of your Patients:

1. On the **Patients** page, click the patient.

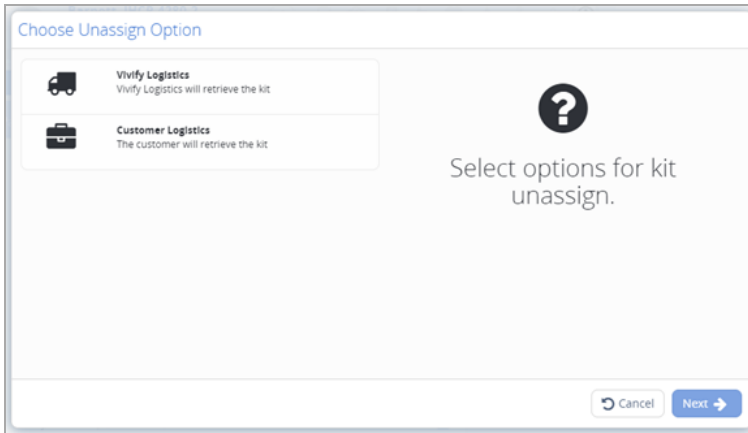


The Patient Profile appears.

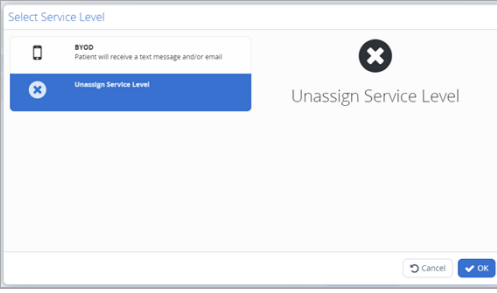
2. In the service level panel on the **Patient Profile** page, click .



The Choose Unassign Option window appears.



3. Do one of the following:

If you want to unassign	Then
Kit or Kit + Video	Click here Unassigning a Kit.
BYOD, IVR, or CMP	Click Unassign Service Level , and then click OK . 

The Patient Profile page appears and the service level details are no longer visible.

Luthor, Lex
03/03/1933 (85 yo)

1 of 1 125 112/75 97 75 95 97 120

Insert note here

CC : Congenital Heart Disease
No Provider Assigned
03/14/2017 (Day 373 of 30)

Profile Monitoring Chart Pathways Parameters Health Summary Audit 00:02:35

Patient Profile

[+ Add Service Level](#)

Special Handling [✎](#)
Hearing Impaired

Program Information [✎](#)
CC | Congenital Heart Disease
30 Days | 03/14/2017

Care Team [✎](#)
Brown, Alicia MD

Provider Group: General Practice Associates [✎](#)

Luthor, Lex | 03/03/1933 | Male [✎](#)
English

Emergency Contacts [✎](#)
Jane Luthor, Wife (214) 236-5144

Vivify General | (UTC-06:00) Central Time
Encounter ID: 12
Referral: Providers
Payer: Medicare [✎](#)