Validating Duplicate Resources

As a dispatch manager, you may come across resources for your organization that need validation due to possible duplication. Follow these steps to resolve the issue.

1. In IROC DMT, type “resource conflicts” in the Filter Navigator and click on My Resource Conflicts.

2. The list on the right is filtered to show any resources in quarantine. Click the Information icon and then Open Record.

3. The Resource Conflict screen shows the Existing Resource (Parent) and the New Resource (Child, in Conflict).

   a. If the child resource is a duplicate, click Duplicate to mark it as invalid in the system.

   b. If the child resource is valid, click Valid to take it out of quarantine and make it available to fill requests.

Notes:

- Items are placed in quarantine if their first name and birth month/day match, if their last name and birth month/day match, or if all of the following match but one: first name, last name, middle name, home dispatch, provider unit, birth month day/year.
- In this example, the two resources have the same first name (Jane) and the same default birth month and day (00/01). Because they have different last names and dispatch organizations, the child resource is not a duplicate of the parent resource. This child resource is valid.