

Identify and Clean Up Invalid Phone Numbers

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As of the release of OP 20.18 this October, all Phone fields across the system are being standardized to allow **only 10 numeric digits** with no other text or special characters in the required standard (XXX) XXX-XXXX format.

Below is a complete list of SQLs that can be run in **Database Viewer** to identify areas of OP where there is a Phone field that does not meet this requirement. After running the SQLs, navigate to where that information is entered in OP and make the corrections by moving the invalid information to either the **Ext.** field of the **Relation** field where applicable. Both of these fields were released in OP 20.17.16. If you choose not to clean up the records prior to the 20.18 release, you'll be prompted to update the Phone fields that are invalid as you come across them in OP.



User Permissions: Database Viewer is only accessible to users with the permission: **Tools_DBViewer**.

SQL Article	Description & Path to Fix Invalid Phone Entry
SQL: Invalid Phone Fields: Basic Information	Phone numbers found in patients' Basic Information that contain something other than 10 numeric values.
SQL: Invalid Phone Fields: ACTIVE Patients Only	Phone numbers found in ACTIVE patients' Basic Information that contain something other than 10 numeric values. Clinical, Practice Management, or Billing tab > Patient Chart button > search for and select the patient > Basic Information
SQL: Invalid Phone Fields: Family Contacts	Phone numbers found in Family Contacts contain something other than 10 numeric values.
SQL: Invalid Phone Fields: ACTIVE Contacts Only	Phone numbers of ACTIVE Family Contacts contain something other than 10 numeric values. Clinical, Practice Management, or Billing tab > Patient Chart button > search for and select the patient > Family Contacts
SQL: Invalid Phone Fields: Staff Directory	Phone numbers found in Staff Directory that contain something other than 10 numeric values.
SQL: Invalid Phone Fields: Active Staff Only	Phone numbers associated with an ACTIVE Staff member that contain something other than 10 numeric values. Practice Management tab > Staff/Providers > select Staff Member or Provider > Practice Info
SQL: Invalid Phone Fields: Address Book	Phone numbers found in the Address Book that contain something other than 10 numeric values. Clinical or Practice Management tab > Address Book > select contact
Invalid Phone Fields: Practice	Phone numbers found in the Practices table that contain something other than 10 numeric values. Practice Management tab > Practices/Locations > Practices tab > select Practice
SQL: Invalid Phone Fields: Locations	Phone numbers found in the Locations table that contain something other than 10 numeric values. Practice Management tab > Practices/Locations > Locations tab > select Location

SQL: Invalid Phone Fields: Insurance
Payer

Phone numbers found in Insurance Payers' Basic Info that contain something other than 10 numeric values.

SQL: Invalid Phone Fields: ACTIVE
Payers Only

Phone numbers found in ACTIVE Insurance Payers' Basic Info that contain something other than 10 numeric values.

Billing tab > Payers > select the Payer > Basic Information

The SQLs listed above are categorized as Maintenance SQLs and are found in the [Clip-and-Save SQL Library](#).
