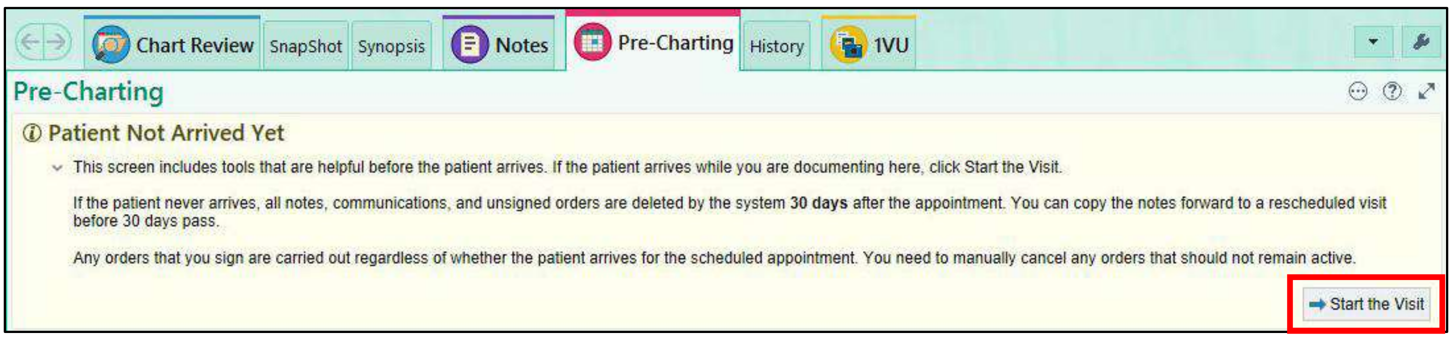
What is an Erroneous Encounter?

An erroneous encounter is a visit for which the patient no-shows but was already started and documented in by the back office.

How is an Erroneous Encounter Created?

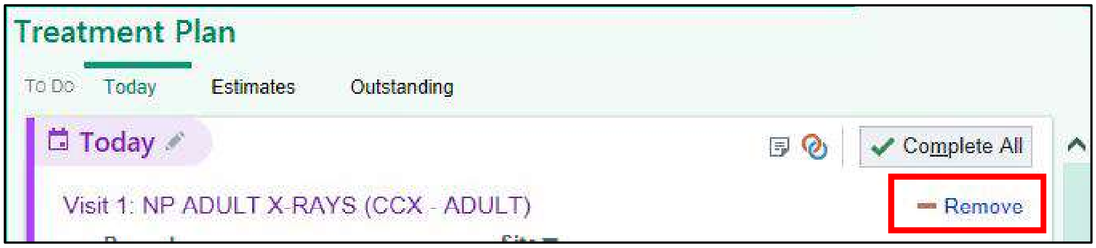
If a patient appointment is opened prior to the patient's arrival and check-in by the front office, the chart will include a **Pre-Charting** activity with a **Start the visit** button. If a patient no-shows for a visit started in this way, the visit cannot be closed using the conventional workflow because planned procedures were not completed and no documentation was entered.

> **!** Clicking **Start the visit** is not recommended, as it skips essential front office check-in processes, including signing of consents, guarantor verification, and collection of pre- or co-payment.



Close Erroneous Encounters

1. Open the visit from the schedule.
2. Click ✚ **Add Dx** in the Visit Taskbar at the bottom of the screen. The button changes to a search field.
3. Type "erroneous encounter" into the field, and then press **Enter**. A visit diagnosis of "Erroneous Encounter--Disregard" is selected then click Accept.
4. Click the **Treatment Plan** activity tab.
5. In the Today section click ▬ **Remove**, and then **Remove** in the confirmation pop-up, to unlink all treatment from the visit.
    - Treatment linked to **This Visit** can be left linked to the patients appointment.



6. On the **Notes** tab in the sidebar, enter a note of “Entered in error”.
7. Click ✔ **Accept** in the sidebar.
8. Click ✔ **Sign Visit**.