



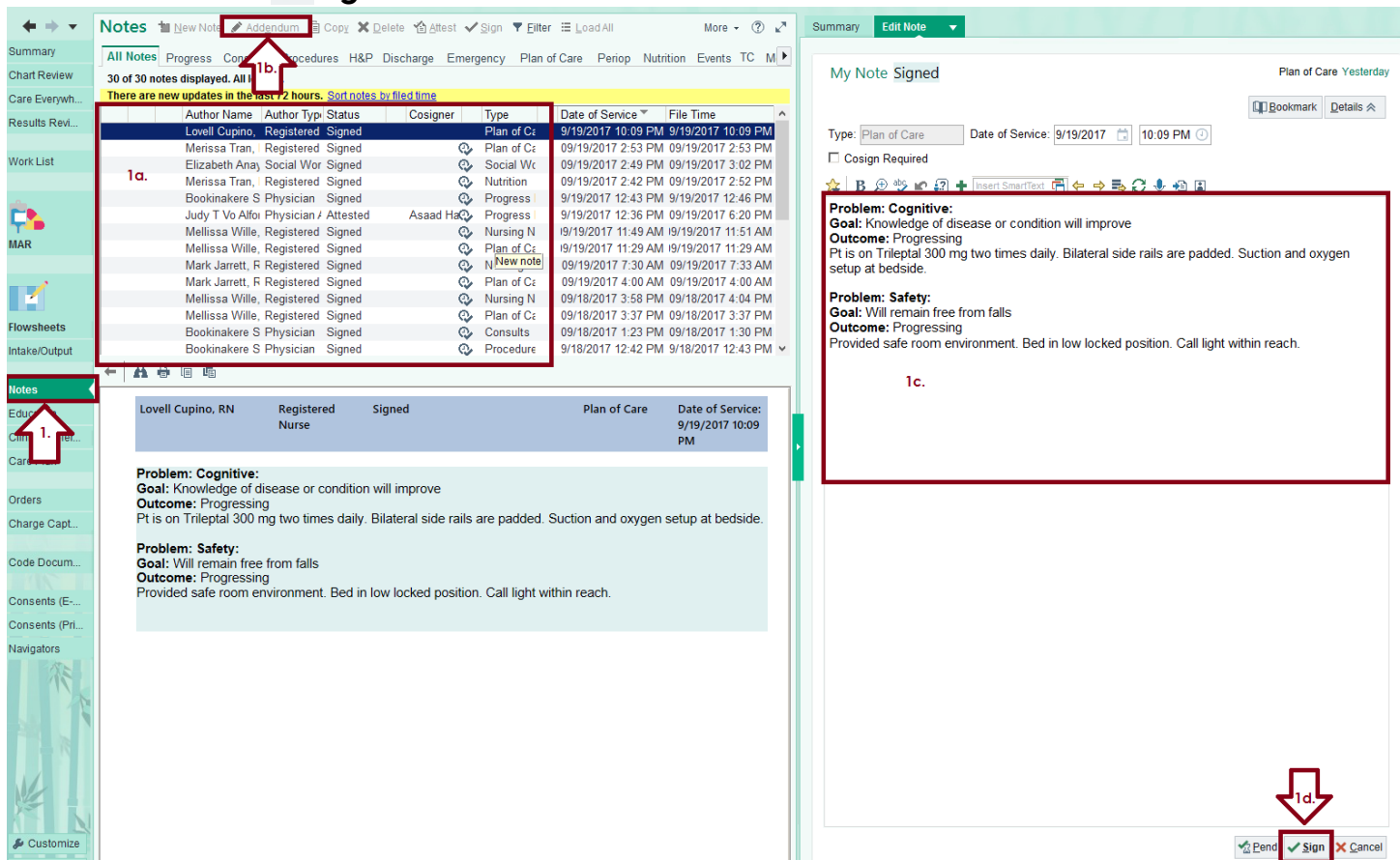
Manual Chart Correction in Notes

Below you will find the steps in how to manually correct notes from the Notes Activity in the event you need to edit a note and/or documented an incorrect Note.

Try It Out

To Edit a Note that has already been signed

1. Go to **Notes** Activity
 - a. Find the note you want to edit, then select it by single clicking on the note.
Please note: You will only be able to edit your own notes
 - b. Click  **Addendum**.
Please note: In the screen shot below, the Addendum button is grayed out because a note is currently open on the right hand side
 - c. The note will appear for you to edit, complete your documentation.
 - d. Click  **Sign**.



Notes | New Note | **Addendum** | Copy | Delete | Attest | Sign | Filter | Load All

Summary | Edit Note

My Note Signed | Plan of Care Yesterday



Type: Plan of Care | Date of Service: 9/19/2017 | 10:09 PM

☐ Cosign Required

Problem: Cognitive:
Goal: Knowledge of disease or condition will improve
Outcome: Progressing
 Pt is on Trileptal 300 mg two times daily. Bilateral side rails are padded. Suction and oxygen setup at bedside.

Problem: Safety:
Goal: Will remain free from falls
Outcome: Progressing
 Provided safe room environment. Bed in low locked position. Call light within reach.

1c.

1d.  

Author Name	Author Type	Status	Cosigner	Type	Date of Service	File Time
Lovell Cupino, RN	Registered Nurse	Signed		Plan of Care	9/19/2017 10:09 PM	9/19/2017 10:09 PM
Merissa Tran, Registered	Registered	Signed		Plan of Care	09/19/2017 2:53 PM	09/19/2017 2:53 PM
Elizabeth Anay, Social Worker	Social Worker	Signed		Social Work	09/19/2017 2:49 PM	09/19/2017 3:02 PM
Merissa Tran, Registered	Registered	Signed		Nutrition	09/19/2017 2:42 PM	09/19/2017 2:52 PM
Bookinakere S Physician	Physician	Signed		Progress	9/19/2017 12:43 PM	9/19/2017 12:46 PM
Judy T Vo Alfor Physician / Attested	Physician	Signed	Asaad Hs	Progress	9/19/2017 12:36 PM	09/19/2017 6:20 PM
Melissa Wille, Registered	Registered	Signed		Nursing Note	9/19/2017 11:49 AM	9/19/2017 11:51 AM
Melissa Wille, Registered	Registered	Signed		Plan of Care	9/19/2017 11:29 AM	9/19/2017 11:29 AM
Mark Jarrett, R Registered	Registered	Signed		Plan of Care	09/19/2017 7:30 AM	09/19/2017 7:33 AM
Mark Jarrett, R Registered	Registered	Signed		Plan of Care	09/19/2017 4:00 AM	09/19/2017 4:00 AM
Melissa Wille, Registered	Registered	Signed		Nursing Note	09/18/2017 3:58 PM	09/18/2017 4:04 PM
Melissa Wille, Registered	Registered	Signed		Plan of Care	09/18/2017 3:37 PM	09/18/2017 3:37 PM
Bookinakere S Physician	Physician	Signed		Consults	09/18/2017 1:23 PM	09/18/2017 1:30 PM
Bookinakere S Physician	Physician	Signed		Procedure	9/18/2017 12:42 PM	9/18/2017 12:43 PM

To Delete a Note Entered in Error

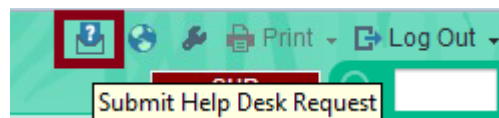
1. Go to **Notes** Activity.
 - a. Search then click the note that was entered in error.
 - b. Click **Delete**
 - c. Enter Reason **Entered in Error**.
 - d. Provide details (optional).
 - e. Click **Accept**.

The screenshot shows the 'Notes' application interface. The top toolbar includes buttons for 'New Note', 'Addendum', 'Copy', 'Delete', 'Attest', 'Sign', 'Filter', 'Load All', 'Show My Notes', 'Show Notes by...', 'My Last Note', 'Time Mark', 'Route', 'Refresh', 'Remove Cosign', and 'Legend'. The left sidebar has tabs for 'Summary', 'Chart Review', 'Results Review', 'Work List', 'MAR', 'Flowsheets', 'Intake/Output', and 'Notes'. The 'Notes' tab is selected. The main area displays a list of notes with columns for 'Author Name', 'Author Type', and 'Status'. A red box highlights the 'Delete' button in the top toolbar. Another red box highlights the 'Notes' tab in the left sidebar. A third red box highlights the 'Entered in Error [1021]' reason in the 'Reason' field. A fourth red box highlights the 'Accept' button at the bottom right of the 'Chart Correction' dialog. A fifth red box highlights the 'Notes' tab in the left sidebar.

2. The status of the note will have changed to *Deleted*.

The screenshot shows the 'Notes' application interface. The top toolbar includes buttons for 'New Note', 'Addendum', 'Copy', 'Delete', 'Attest', 'Sign', 'Filter', 'Load All', 'Show My Notes', 'Show Notes by...', 'My Last Note', 'Time Mark', 'Route', 'Refresh', 'Remove Cosign', and 'Legend'. The left sidebar has tabs for 'Summary', 'Chart Review', 'Results Review', 'Work List', 'MAR', 'Flowsheets', 'Intake/Output', and 'Notes'. The 'Notes' tab is selected. The main area displays a list of notes with columns for 'Author Name', 'Author Type', 'Status', 'Cosigner', 'Type', 'Date of Service', and 'File Time'. The 'Status' column now shows 'Deleted'.

3. Next, you will need to submit a chart correct request via Help Desk Request. – From the upper right corner of the screen next click the **Submit Help Desk Request** icon.



4. The Help Desk Request window will come up.
 - a. Select your facility in Section 1.
 - b. Complete Section 2 (2nd hard stop: provide as much detail as possible).
 - c. Click Send.

The screenshot shows the 'Help Desk' window. It has a title bar with 'Help Desk' and a close button. The main content area has a heading 'Thank you for providing us with feedback.' and a subheading 'This quick 2-step process ensures that your feedback gets forwarded to the appropriate group.' Below this are two numbered steps. Step 1 is 'Please choose the type of issue you would like to report'. Step 2 is a form with fields for 'Subject', 'Phone number', 'Patient', and 'Type of problem'. There is also a 'Patient Lookup' button. Below these fields are two sections: 'Additional Information' and 'How was this problem discovered?'. The 'Additional Information' section has two dropdown menus: 'Could this problem impact clinical decision making?' and 'Could this problem impact the patient or organization financially?'. Both are currently set to 'Unknown'. At the bottom, there is a checkbox 'Keep me notified of progress on this correction request' and a 'Send' button.