

PROVIDERS FREQUENTLY ASKED QUESTIONS FOR HEALTH INFORMATION MANAGEMENT (HIM) DISCHARGE & OP REPORTS

1. I received a document that is not my patient, or someone else should complete/sign the discharge summary. How can I reassign?

Answer: Send to the “Refusal Inbox”

- (1) Select the document you want to reassign
- (2) At bottom of screen choose “Refuse” and select a reason
- (3) Check “Additional Forward Actions”
- (4) Click “Review” and choose “Refusal, Inbox”
- (5) Add Comments if you like
- (6) Health Information Management will reassign the deficiency to correct person

The screenshot displays a medical document viewer interface. On the left is a navigation sidebar with categories: Inbox Items (7), Documents (5/6), Messages (2/2), Work Items (1), and Notifications. The main content area shows a document titled "Discharge Summary (Standard)" for patient 9FORTE STONLY, PHARMACYUSEONLY (MRN: 30683260). The document includes sections for Discharge Information, History of Present Illness, Physical Examination, Hospital Course, Review / Management, Discharge Plan, and Medications at Discharge. At the bottom, an "Action Pane" is visible with options: Sign, Refuse (selected), and Review. The "Reason" dropdown is set to "Did not order the result(s)". Under "Additional Forward Action", the "Review" dropdown is selected, and the "To:" field is set to "Refusal, Inbox". A comment box contains the text "I think Dr. Tharakan follows this patient".

2. Who do I send the Discharge Summary to if the Discharge Summary needs additional information? Answer: Open the PowerNote in Message Center that was sent to you, select refuse button at the bottom of the screen and forward the PowerNote to Refusal, Inbox. Also, please include details in the comments section describing what was missing in the Discharge Summary.

3. What if I want to modify the PowerNote or Operative Report?

Answer: Open the PowerNote in Message Center, right click in the body of the Powernote and select Modify to open the Powernote and make modifications.

4. Can I still dictate my Discharge Summary over the phone?

Answer: Yes, but all Discharge Summary's dictated as of July 25 2016, will be signed in documents within Message Center of Powerchart.

5. Can I do my Operative report as a PowerNote?

Answer: At this time, Operative Reports will continue to Dictated over the phone, but signed in documents within Message Center of Powerchart.

6. Can I still dictate a Patient's Discharge (Transfer) Summary that is being discharged to another facility?

Answer: You can no longer use Transfer Summaries or STAT dictations for an Immediate Transfer to other facilities. You MUST complete a Discharge Summary Powernote for these Discharges.

7. If a Patient is being discharged to another facility, how do I send the Discharge Summary with the patient?

Answer: After completing the discharge Summary PowerNote, right click in the body of the Note and Select Print. Select a Cerner Printer in the Unit and Print.

8. Do I EVER have to go into Eclipsys again for the Operative Reports and Discharge Summaries?

Answer: You MUST complete all of your dictations for Discharge Summaries and Operative Reports completed prior to July 25 2016. However, after you have completely signed off on all of these dictations, you will ONLY sign these types of documents created via dictation or PowerNotes in the Message Center of Powerchart.

9. I filed the “Discharge Summary” under the wrong note type, or my patient did not go home and I need to change the label. How can I remedy?

Answer: There should only be one Discharge Summary Powernote for each encounter. So you will need to change the Note Type. You do that by choosing modify on the finalized note. From there you will be able to change the Note Type. When the patient is finally ready to be discharged, please make another Discharge Summary Powernote with the appropriate note type (Discharge summary).

You can Modify and refile your note into the correct Document Type category.

- (1) Find the note that needs to be “re-filed”
- (2) Right Click on the Body of the Note
- (3) Choose Modify

The screenshot shows the Eclipsys Documentation interface. The top navigation bar includes options like Add, Sign, Forward, Provider Letter, Modify, In Error, and Preview. Below this is a 'List' section with a 'Display' dropdown set to 'Primary Care (all)'. A table of notes is displayed, with the following entries:

Document Type	Date/Time
Family Medicine Progress Note	07/28/2016 11:34
Discharge Summary (Standard)	KELLY DO, GERALD
General Medicine Procedure	06/10/2016 13:07
Operative Note	THARAKAN, MATHEW
Family Medicine Progress Note	06/09/2016 11:37
Ambulatory Progress Note GK	KELLY DO, GERALD
General Medicine Progress Note	04/20/2016 17:13
MEDICINE Progress Note	THARAKAN, MATHEW; KELLY D...
General Medicine Progress Note	04/18/2016 11:27
Neurology Progress Note	GILMARTIN, EILEEN
General Medicine Progress Note	04/15/2016 10:46
Progress Note	GILMARTIN, EILEEN
Family Medicine Consult	04/13/2016 16:29
Consult Note family med consult	QIU, DAN
General Medicine Progress Note	04/11/2016 15:42
Progress Note	GILMARTIN, EILEEN
General Medicine Progress Note	04/11/2016 15:37
Gyn Progress	GILMARTIN, EILEEN
General Medicine Progress Note	04/07/2016 14:17
Progress/SOAP Note	THARAKAN, MATHEW

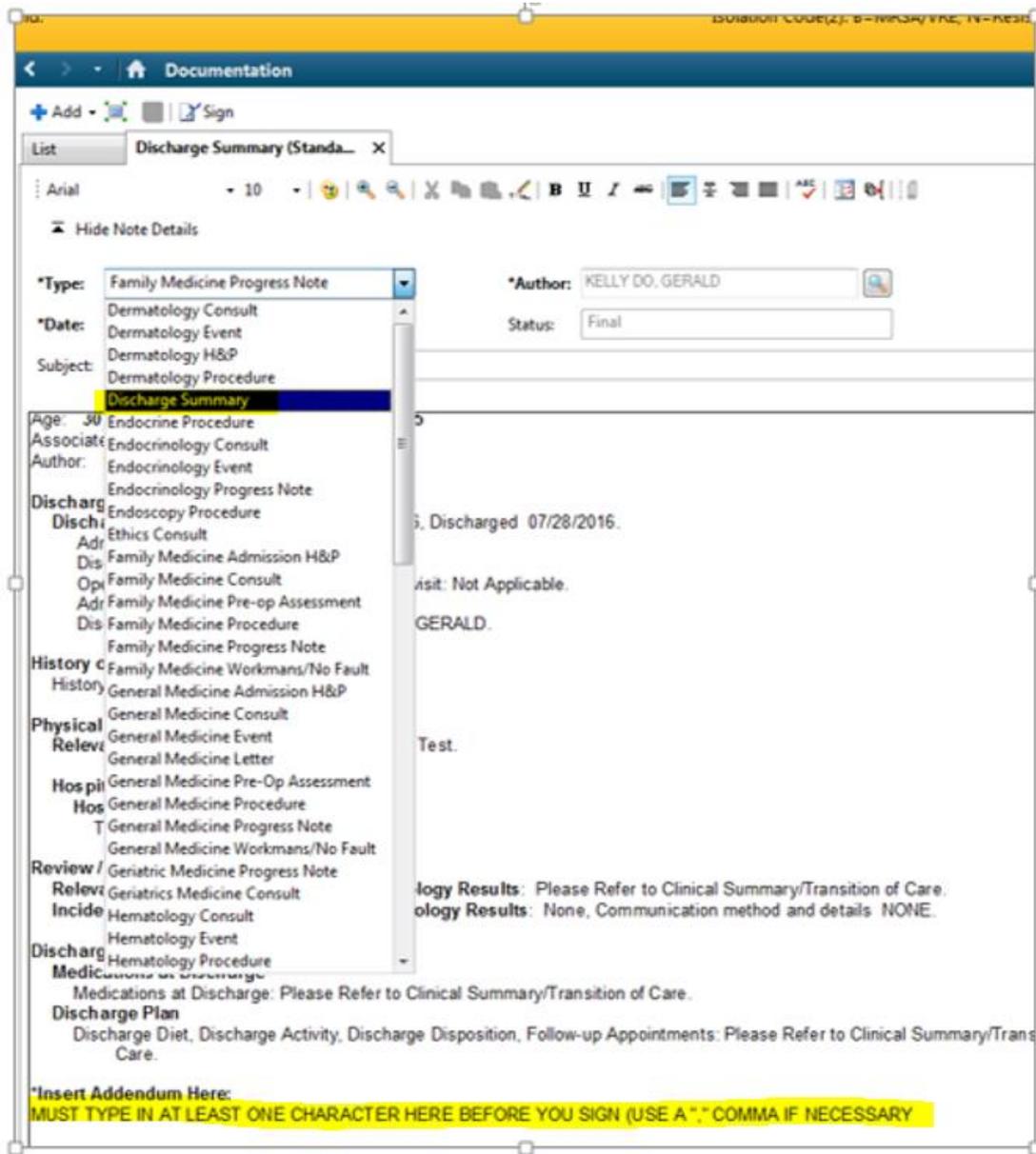
The 'Discharge Summary (Standard)' note is selected. A context menu is open over it, showing the following options:

- Submit (Ctrl+T)
- Sign (Ctrl+G)
- Review (Ctrl+R)
- In Error (Ctrl+E)
- Modify (Ctrl+M)**
- View Image
- Forward (Ctrl+W)

Additional information for the selected note is visible on the right side of the interface:

- ***Not Official Copy***: Family Medicine Progress Note
- Date/Time of Service: July 28, 2016 11:34
- Result Status: Final
- Result Title: Discharge Summary (Standard)
- Performed By: KELLY DO, GERALD on July 28, 2016 11:34
- Verified By: KELLY DO, GERALD on July 28, 2016 11:34
- Encounter info: Stony Brook University Hospital, IP Semi-F
- * Final
- Discharge Summary (Standard)
- Patient: 9FORTE STONLY, PHARMACY SEONLY MRN: [REDACTED]
- Age: 30 years Sex: Male DOB: 10/20/1985
- Associated [REDACTED]
- Author: KE [REDACTED]
- Discharge I [REDACTED]
- Discharge [REDACTED]
- Operat [REDACTED]
- Admitt [REDACTED]
- Discha [REDACTED]

(4) Change the Document Type to “Discharge Summary” or category



(5) Type in at least one character in the “Insert Addendum Here” area

(6) Click “Sign”

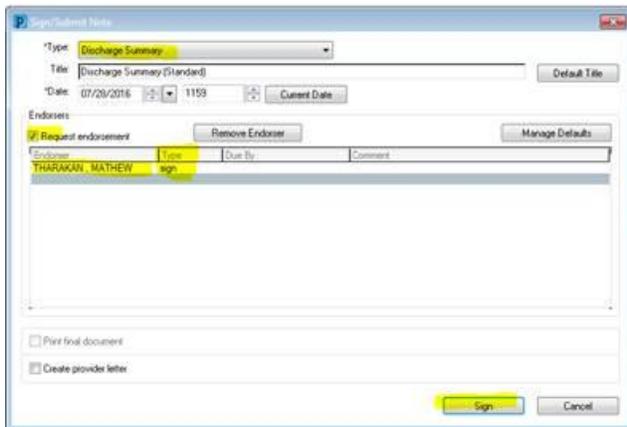
10. What do I do if I do not see messages in Message Center?

Answer: Log out of Powerchart, Log out of Citrix and then log back in. If the problem persists after logging back in, please contact the Helpdesk.

11. I have to forward the Discharge Summary to the Attending Physician. How do I do this?

Use the “Endorsement feature”

- (1) As you sign the note the “Sign/Submit note” pops up
- (2) Make sure you check the “Request endorsement” box
- (3) Select the person who needs to countersign
- (4) Make sure the Type is set to “Sign”
- (5) Click “Sign”



12. I can't correct mistakes on my dictations anymore. What should I do?

Dictated documents will no longer appear in Eclipsys for correction. They will be sent directly to the responsible attending for signature. If you find dictation quality to be an issue we suggest using the powernote option.

13. I'm being asked to endorse my document to someone. Who should that be?

All documents done by residents, nurse practitioners, and physician assistants will need to be endorsed by the attending responsible for the case. Please send the endorsement to them.