

Signing Electronic Deficiencies, Queries, Docs

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HCA 
HealthcareSM

Health Information Management

HIM may contact you to collect information missing from a patient chart. Occasionally dictations, signatures or other documentation may be incomplete and must be finalized before the patient chart can be closed. This missing data is called a deficiency.

A specialist from Health Information Management, HIM, will contact you in this case and alert you to the request to complete the chart.

Action will be required in either PatientKeeper or Meditech at this time to complete the request. Both applications can be reached via your desktop while in the hospital, or at your office if you have established remote access.

Signing in PatientKeeper



Incompletes



- If incompletes are present, this screen will be the first to appear when signing into the desktop version of PatientKeeper. Click the blue hyperlink 'click here to launch HPF' to launch the application.
- The number next to 'incomplete' indicates how many there are to complete.

Incomplete Types

Deficiency Worklist

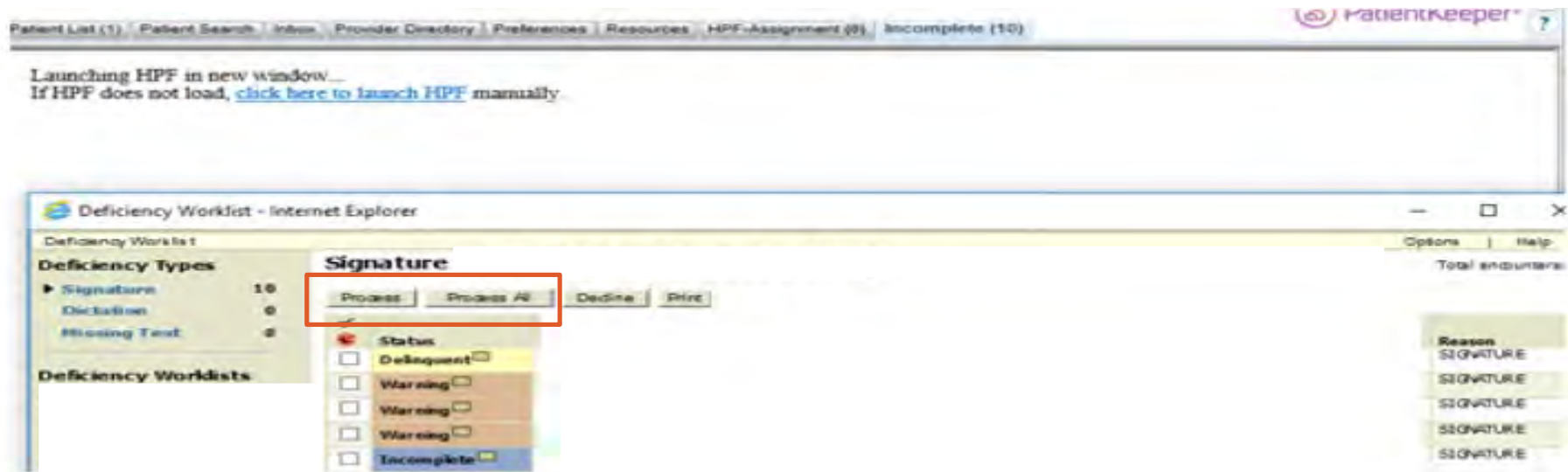
Deficiency Types	Count
▶ Signature	0
Dictation	0
Missing Text	1

Deficiency Worklists

Signature Deficiencies For
There are no deficiencies of this type.

- This screen identified the incompletes, or deficiency types – **missing signature, unsigned dictations or missing texts.**
- To process, click on the number next to each one indicating how many of each there are to complete.

Signatures



- Sign deficiencies individually by selecting the box to the left of 'Status' then selecting 'Process'. Enter your four digit PIN.
- To sign all deficiencies at once, select the 'Process All' button and enter your four digit PIN.

Dictations

Patient List (0) | Patient Search | Inbox | Provider Directory | Preferences | Resources | HPF-Assignment (0) | Incomplete (9) | PatientKeeper

Launching HPF in new window...
If HPF does not load, [click here to launch HPF manually](#).

Deficiency ID	Status	Document	Patient	MRN	Encounter	Facility	Reason
DKG0000010	Delinquent						

- Sign dictations individually by selecting the box to the left of 'Dictation Job ID' then selecting 'Process'. Enter your four digit PIN.
- To sign all dictations at once, select the 'Process All' button and enter your four digit PIN.

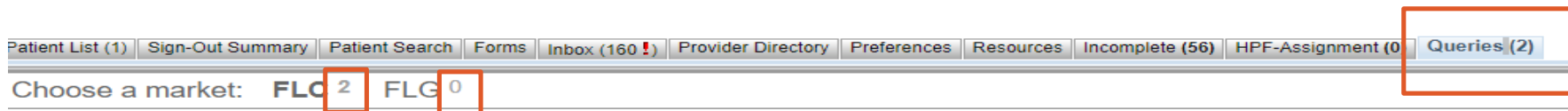
Missing Text

The screenshot displays the 'Deficiency Worklist' application in Internet Explorer. The main window title is 'Deficiency Worklist - Internet Explorer'. The interface is divided into several sections:

- Left Sidebar:** 'Deficiency Types' section shows 'Signature' (0), 'Dictation' (0), and 'Missing Text' (1). Below it is 'Deficiency Wordlists'.
- Main Content Area:** Titled 'Missing Text Deficiencies'. It features a table with columns: Patient, MRN, Encounter, Facility, and Discharged. The 'Encounter' column is highlighted with a red rectangular box. Above the table are buttons for 'Process', 'Process All', 'Deny', and 'Print'. Below the table, there are fields for 'Status' (set to 'Incomplete'), 'Deficiency Document' (with a dropdown menu), and 'Reason' (with a text input field and a 'Reason please enter narrative...' label).
- Top Right:** 'Options | Help' menu and 'Total encounters: 1'.

- Click on the 'Encounter' link and enter missing text.

Queries



- Locate proper market – FLC, FLG or FLQ
 - FLC – Doctors Hospital, Englewood Community, Fawcett Memorial
 - FLG – Blake Medical, Brandon Regional, Bayonet Point, South Bay, St. Petersburg, Largo, Northside, Trinity, Oak Hill
 - FLQ – Palms of Pasadena, Tampa Community, Memorial Hospital of Tampa
- Click on the small number next to the market and follow prompts to answer queries

Signing in Meditech

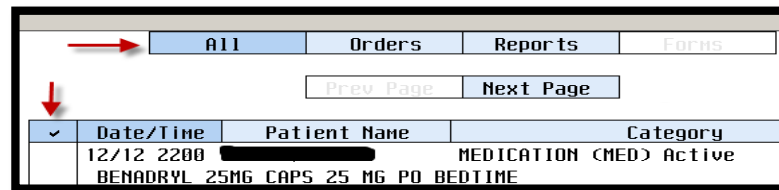


Inpatient Workflow

- Once logged into Meditech, click on “Physician Desktop”, then the “Sign” button on the bottom right of the screen to see orders and/or PDOCs for you to sign



- The list will default to signing all items (notes and orders). You can sort them separately by clicking on the blue boxes at the top



- Start by clicking the blue ✓ on the left side of the screen to select all items on the page. If there are multiple pages, the pages will AUTO ADVANCE to the next page just by clicking the blue ✓. Continue clicking the blue ✓ until you have come to the last page
- When you have come to the last page, click the “Submit” button along the right side of the screen, type your PIN and hit enter on the keyboard
- Note- if you have PDOCs to sign, you will have to view each one before entering your PIN (see next slide for instructions)*

Signing electronic notes (PDOCs) – Inpatient Workflow

- If you have notes (PDOCs) to sign, you will have to view ALL NOTES before signing them
- This is done by clicking “**Next**” button along the bottom of the screen

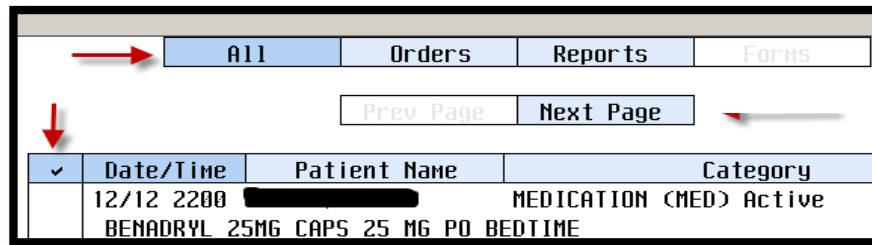


- If changes need to be made, you can click the “**Edit**” button along the bottom of the screen, make your changes, click “**Submit**”, and it will bring you back to the queued items
- Continue moving through each queued note until you have come to the last one (“Next” button will be greyed out)
- Then click the “**Sign**” button along the bottom right of the screen, type your PIN, and hit enter on the keyboard



ED Workflow

- Once logged into Meditech, go to the ED tracker, then the “**Sign**” button on the bottom right of the screen to see orders and/or PDOCs for you to sign
- The list will default to signing all items (notes and orders). You can sort them separately by clicking on the blue boxes at the top



The screenshot shows a web interface for the ED tracker. At the top, there are four tabs: "All", "Orders", "Reports", and "Forms". A red arrow points to the "All" tab. Below the tabs are two buttons: "Prev Page" and "Next Page". A red arrow points to the "Prev Page" button. Below these are two columns of checkboxes, each with a blue checkmark. Below the checkboxes is a table with the following data:

✓	Date/Time	Patient Name	Category
✓	12/12 2200	[REDACTED]	MEDICATION (MED) Active
	BENADRYL 25MG CAPS 25 MG PO BEDTIME		

- Start by clicking the **blue** ✓ on the left side of the screen to select all items on the page. If there are multiple pages, the pages will AUTO ADVANCE to the next page just by clicking the **blue** ✓. Continue clicking the **blue** ✓ until you have come to the last page
- When you have come to the last page, click the “**Submit**” button along the right side of the screen, type your PIN and hit enter on the keyboard
- *Note- if you have PDOCs to sign, you will have to view each one before entering your PIN (see next slide for instructions)*

Signing electronic notes (PDOCs) – ED Workflow

- If you have notes (PDOCs) to sign, you will have to view ALL NOTES before signing them
- This is done by clicking “**Next**” button along the bottom of the screen



- If changes need to be made, you can click the “**Edit**” button along the bottom of the screen, make your changes, click “**Submit**”, and it will bring you back to the queued items
- Continue moving through each queued note until you have come to the last one (“**Next**” button will be greyed out)
- Then click the “**Sign**” button along the bottom right of the screen, type your PIN, and hit enter on the keyboard



Remote Access for Windows PC

- Launch Internet Explorer or Chrome and do a Google search for Citrix Workspace for Windows. Download by following the prompts.
- Open a new web browser window and enter the following URL:
 - <https://westflorida.vdi.medcity.net>
- Login using your user ID (3,4#) and password.
- Enter PIN code* and check “Don’t ask again on this device”.
- Once the virtual desktop launches, all applications will be accessible: Meditech, Patient Keeper, PACS, MUSE, etc.
- To exit, click the red door in the upper, right-hand corner of your screen.

*Register by calling the IT Help Desk at 941-342-1170 and request to register for multi-factor authentication/remote access.

Remote Access for MAC

- Launch Internet Explorer or Chrome and do a Google search for Citrix Workspace for MAC. Download by following the prompts.
- Leave ADD ACCOUNT unchecked. Do not ADD ACCOUNT.
- Open a new web browser window and enter the following URL:
 - <https://westflorida.vdi.medcity.net>
- Login using your user ID (3,4#) and password.
- Enter PIN code* and check “Don’t ask again on this device”.
- Once the virtual desktop launches, all applications will be accessible: Meditech, Patient Keeper, PACS, MUSE, etc.
- To exit, click the red door in the upper, right-hand corner of your screen.

*Register by calling the IT Help Desk at 941-342-1170 and request to register for multi-factor authentication/remote access.