Signing Electronic Deficiencies, Queries, Docs

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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.

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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.
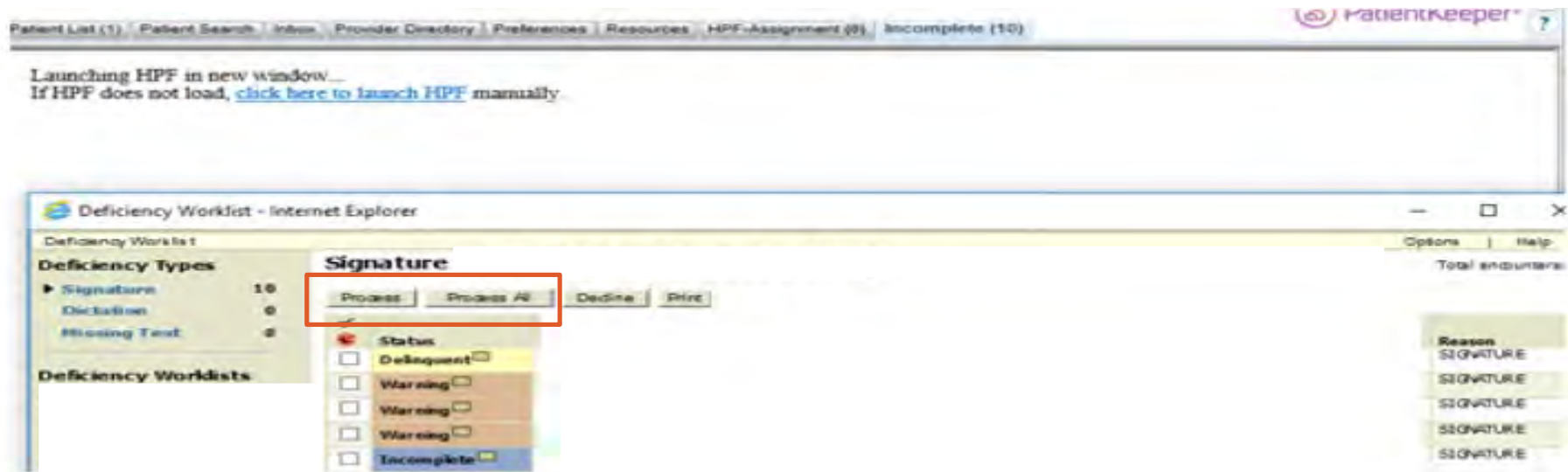
Incomplete Types

- 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.

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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

- Sign dictations individually by selecting the box to the left of 'Dictation Job ID' then selecting 'Process'. Enter your four digit PIN.

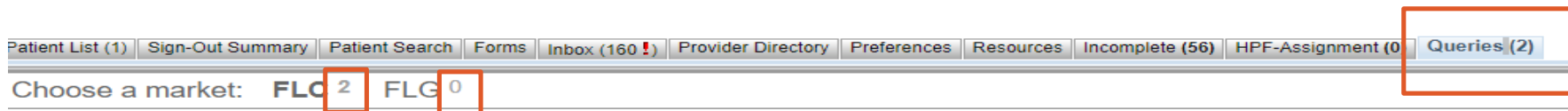- To sign all dictations at once, select the 'Process All' button and enter your four digit PIN.

Missing Text

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

Queries

Patient List (1) | Sign-Out Summary | Patient Search | Forms | Inbox (160 !) | Provider Directory | Preferences | Resources | Incomplete (56) | HPF-Assignment (0 | Queries (2)

Choose a market: **FLC** 2   FLG 0

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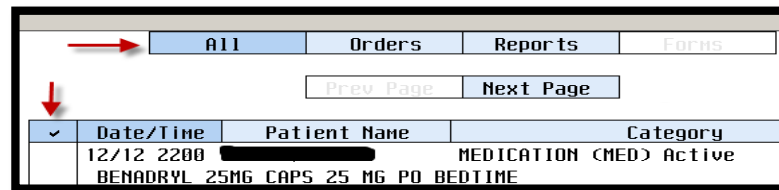- Click on the small number next to the market and follow prompts to answer queries

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Signing in Meditech

PHYSICIAN DESKTOP

Physician Desktop

Physician Desktop

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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)*

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Signing electronic notes (PDOCs) – Inpatient Workflow

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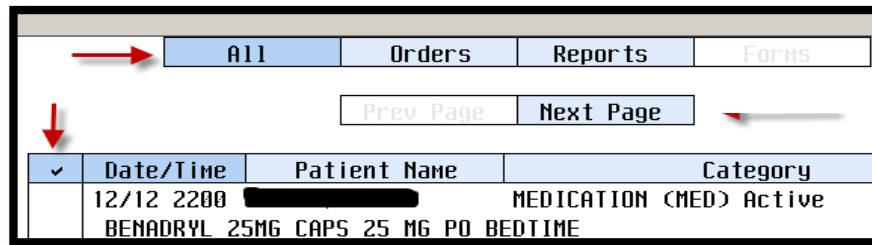- This is done by clicking "**Next**" button along the bottom of the screen

- 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

Physician Desktop

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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

- 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)*

Physician Desktop

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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

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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.

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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.

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