# **Clinical Documentation Query Management for Providers**

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## **Clinical Documentation Query**

The Notes/Reminders/Queries Component is located on the Manage Specialty Workflow and the Discharge - Provider MPage.

Best practice is to address any queries from Clinical Documentation Improvement (CDI) specific to the provider's group/specialty throughout a patient's hospitalization and add diagnoses to the Problem List Component as well as the dynamic documentation note.

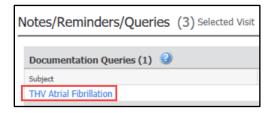
Manage Hospitalist Workflow

Notes/Reminders/Queries
(3)

Problem List

Documents (4)

### Click on the subject title to view query.



### If the provider agrees with a diagnosis:

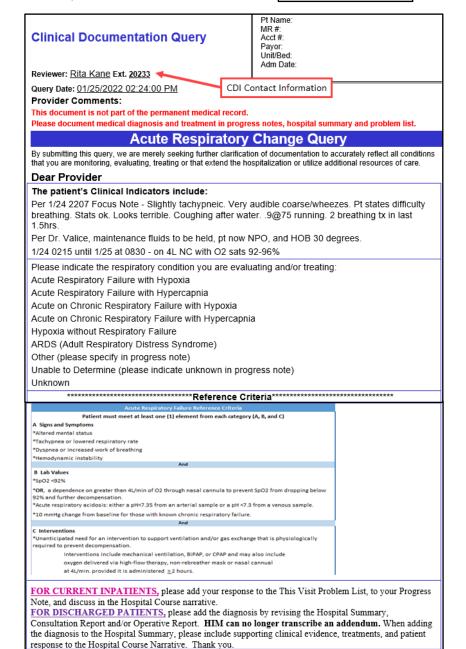
1. **Add** the diagnosis to the Problem List Component of the workflow.

#### **AND**

- Change the diagnosis in the
   Assessment and Plan Component of the progress note.
- 3. Click Sign.

# If the provider disagrees with a diagnosis:

- Add a comment to the Provider Comments section at the top of the page.
- 2. Click Sign.



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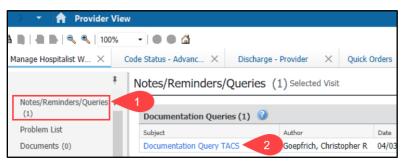
Manage Hospitalist..

Notes/Reminders/Queries

## **Addressing a Clinical Documentation Query**

To complete a clinical documentation query:

- Navigate to the Notes/Reminders/Queries
   Component in the Manage Specialty
   Workflow or Discharge Provider MPage
   within the Provider View.
- 2. Click the blue query hyperlink to read the query.

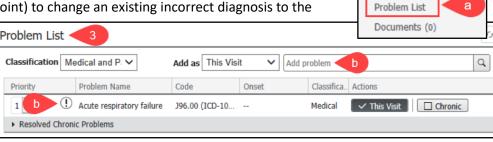


Note: The subject title of each query will contain the group/specialty the query applies to (e.g., TACS, Sound Physicians, etc.). Best practice is to address any queries specific to the provider's group/specialty throughout a patient's hospitalization.

## After reading the query and the provider agrees with a diagnosis:

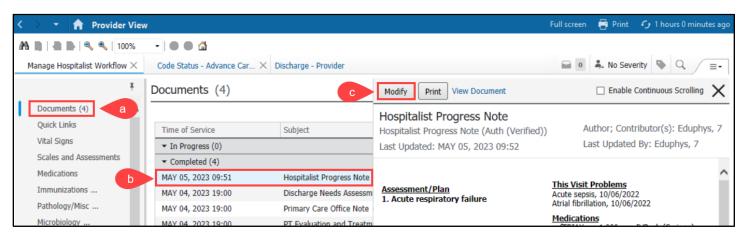
- 3. Add the correct diagnosis to the Problem List.
  - a. Navigate to the Problem List Component.
  - b. Either type in the correct diagnosis or use the Diagnosis Assistant (by clicking on the exclamation point) to change an existing incorrect diagnosis to the

correct one.



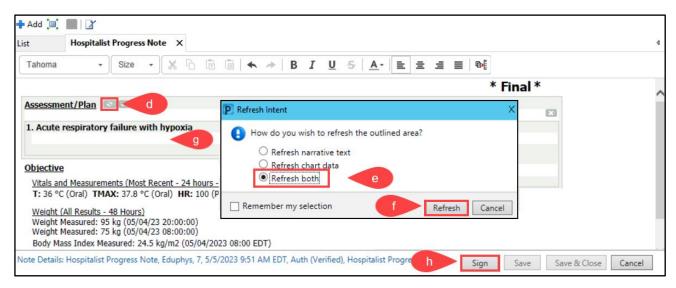
#### AND

- 4. **Change** the diagnosis in the Assessment and Plan section of the progress note. The provider who addresses the query needs to document in the chart WHY the diagnosis was added, state the rationale used, and identify the clinical indicators, labs, x-rays, etc. that led the provider to that conclusion.
  - a. Navigate to the Documents Component in the Manage Specialty Workflow.
  - b. Select the Progress Note.
  - c. Click Modify.



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- d. To change the incorrect diagnosis to the correct diagnosis, click the Refresh icon in the Assessment and Plan box.
- e. Select Refresh both.
- f. Click **Refresh**. This will refresh the diagnoses listed in the Assessment and Plan.
- g. Below the new diagnosis, the provider who addresses the query needs to document WHY the diagnosis was added, state the rationale used, and identify the clinical indicators, labs, x-rays, etc. that led the provider to that conclusion.
- h. Click **Sign** to sign the note.



 Return to the query in the Notes/Reminders/Queries Component. Click the blue query hyperlink and click
 Sign to complete the query.

# After reading a query and the provider disagrees with a diagnosis:

 Add a comment to the Provider Comments section at the top of the query and click Sign to complete the query.

