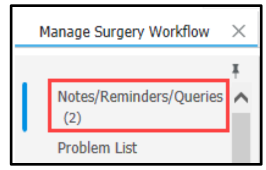
Notes/Reminders/Queries Component for Providers

The Notes/Reminders/Queries component is located on the Manage Specialty Workflow and the Discharge - Provider MPage in the Provider View. Displayed in this component will be Provider Communication and Clinical Documentation Queries.

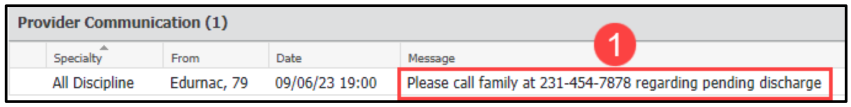


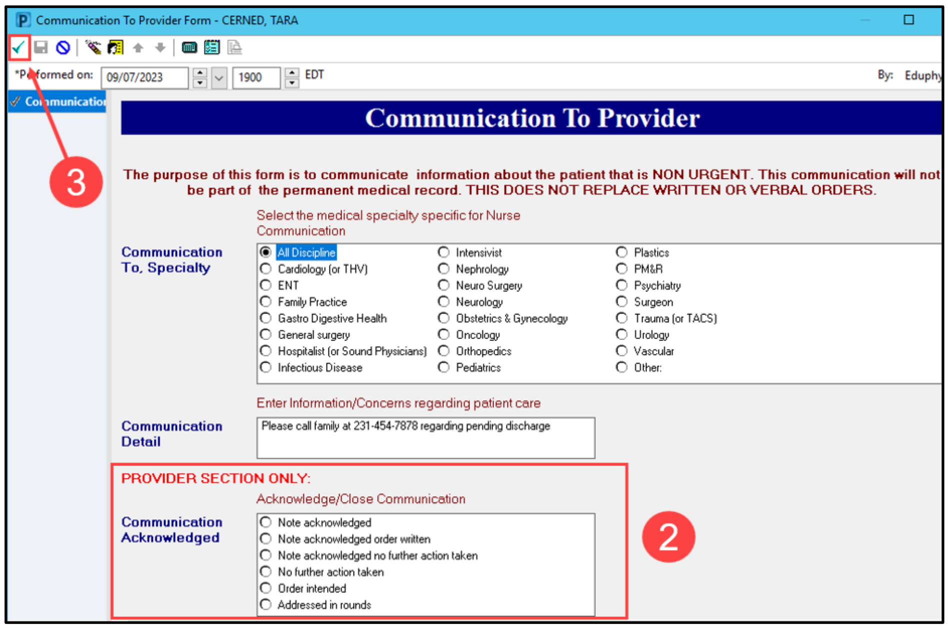
Provider Communication

The Provider Communication section contains non-urgent communications about a patient sent by a nurse to a provider. This communication will not be part of the permanent medical record. The communication will display in the Message column.

To address a Provider Communication:

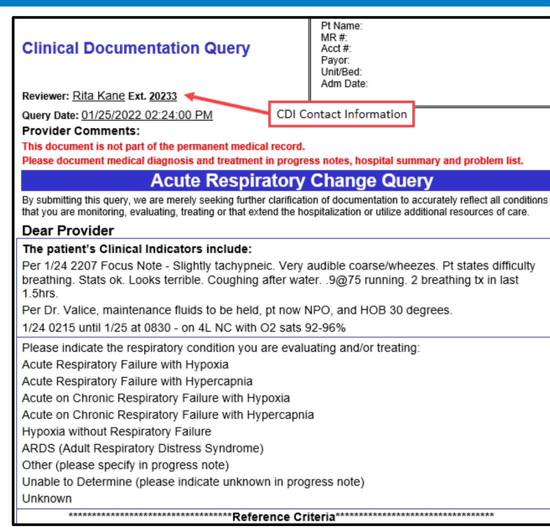
1. Click on the Message hyperlink.
2. Within the Communication to Provider Form, review the information and select a response in the Provider Section Only.
3. Click the green check mark to sign the form.



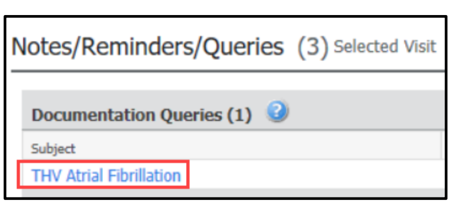


Clinical Documentation Queries

A clinical documentation query is sent from Clinical Documentation Improvement (CDI) and contains recommendations to add/modify a diagnosis in the Problem List component as well as the dynamic documentation note. Best practice is to address queries that are specific to the provider's group/specialty throughout a patient's hospitalization.



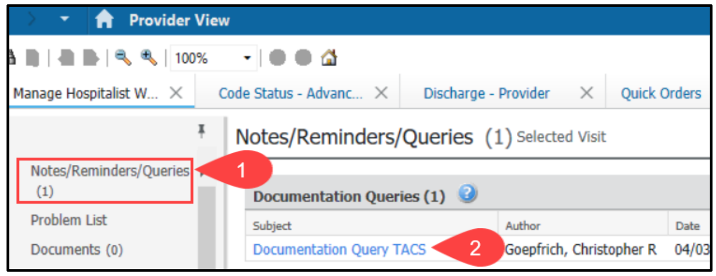
Click on the Subject title hyperlink to view the query.



Note: The Subject title of each query will contain the group/specialty the query applies to (e.g., TACS, Sound Physicians, etc.).

Addressing a Documentation Query

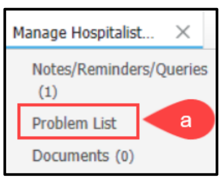
To complete a query:

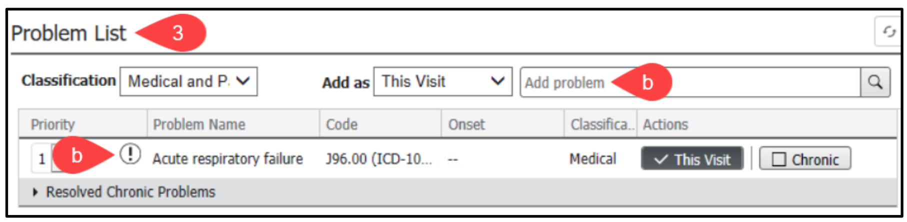


1. Navigate to the **Notes/Reminders/Queries** component in the Manage Specialty Workflow or Discharge – Provider MPage within the Provider View.
2. Click the blue query hyperlink to read the query.

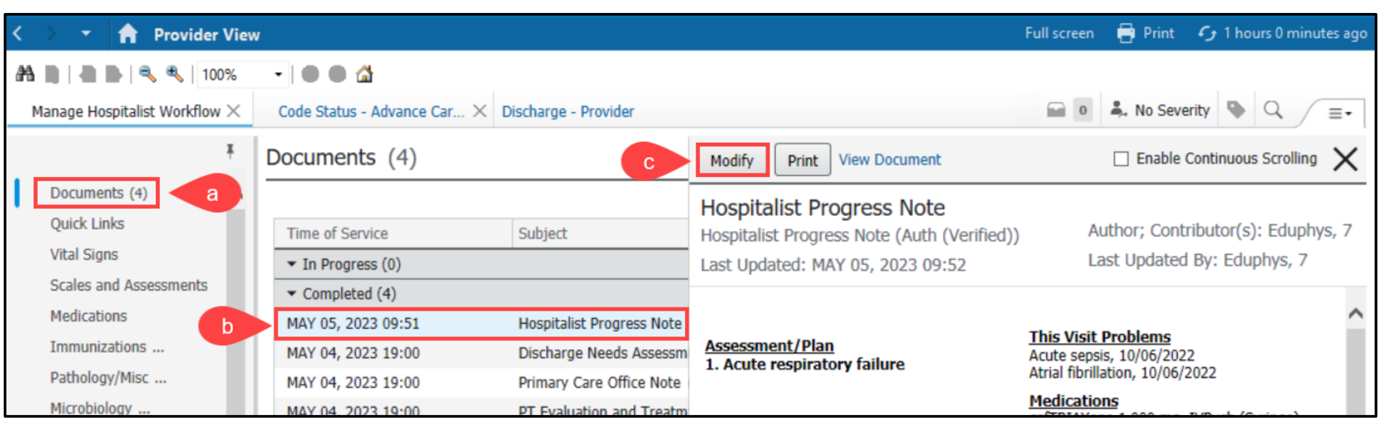
After reading the query and the provider agrees with a diagnosis:

3. **Add** the correct diagnosis to the Problem List component.
    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.

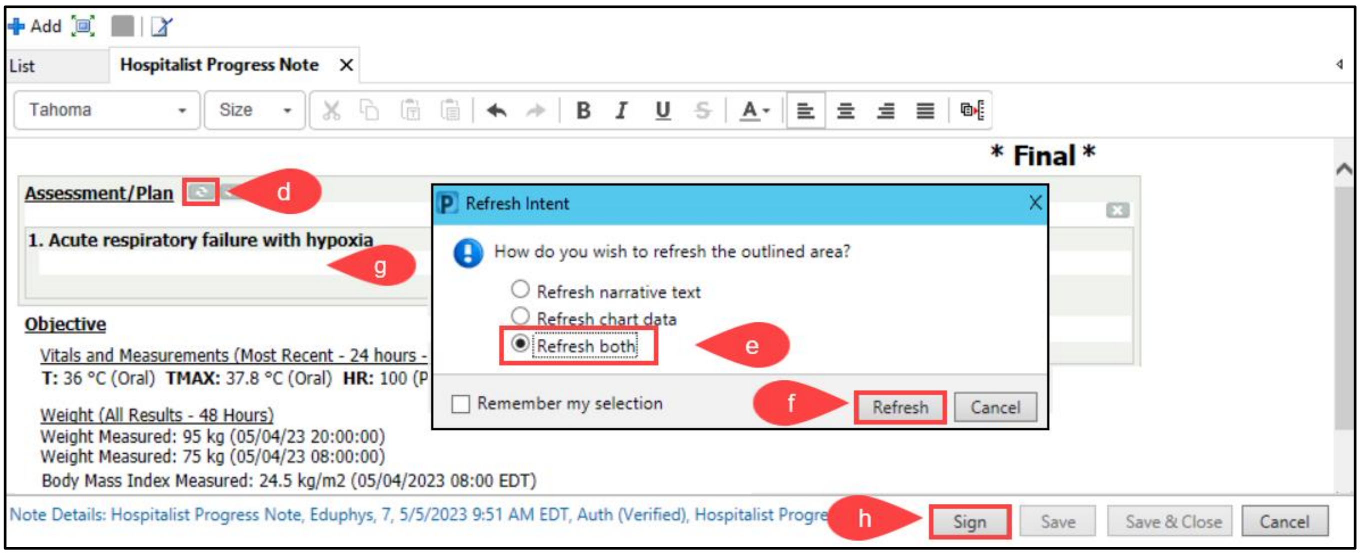




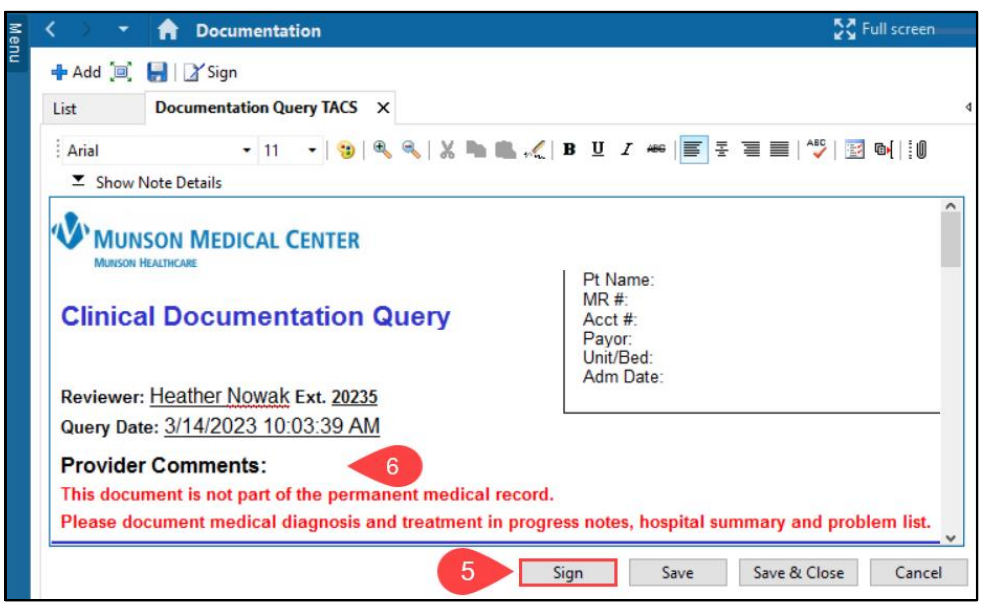
4. **Change** the diagnosis in the Assessment and Plan component of the progress note. The provider who addresses the query needs to document in the chart **WHY** the diagnosis was added, state the rationale used, and identify the clinical indicators, labs, x-rays, etc. that led the provider to that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



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.



5. 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:

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