Images in the Wrong Chart for Clerical Staff

Intergy Practice Management, Ambulatory **EDUCATION**

Identifying an Image in the Wrong Chart

When an image is found in the wrong patient's chart, view all pages of the scanned document to determine if the full document is in the wrong chart or if only specific pages of the document are in the wrong chart.

If only specific pages are in the wrong chart, the pages belonging to the other patient(s) are to be printed, deleted from the chart, and then scanned to the correct chart(s).

When all pages of the image are in an incorrect chart and belong to a singular patient, it is not necessary to print. The complete document can be transferred to the correct patient chart.

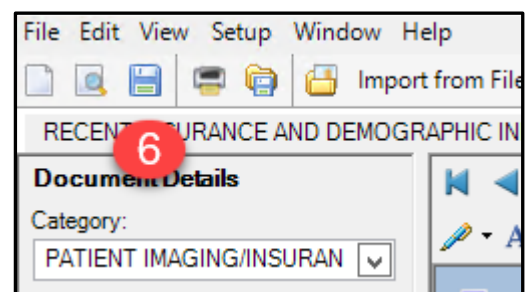## Specific Pages of Scanned Image in the Wrong Chart

1. Right-click on the page in the wrong chart.
2. Choose **Print** and ensure the pages print legibly.

3. Right-click on the page again.
4. Choose **Delete Page**.
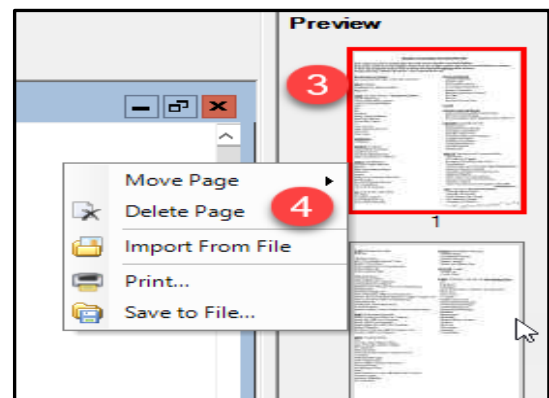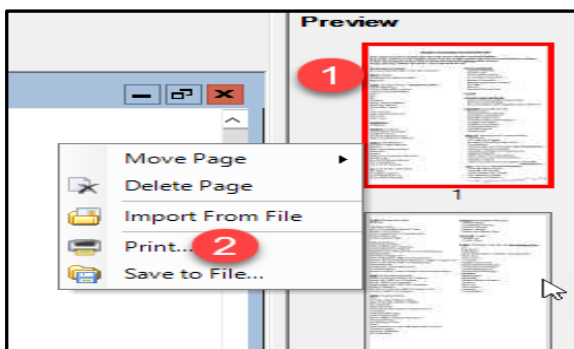
5. The Remove Page window will open asking if you are sure you want to remove the page. Respond **Yes**.
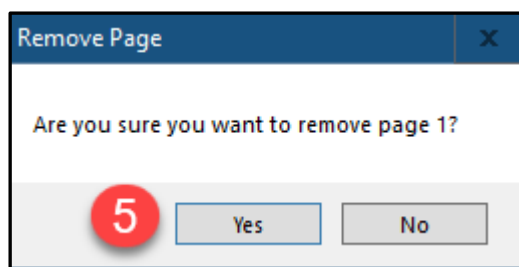
6. Click on the floppy disc icon in the top left corner to save changes.

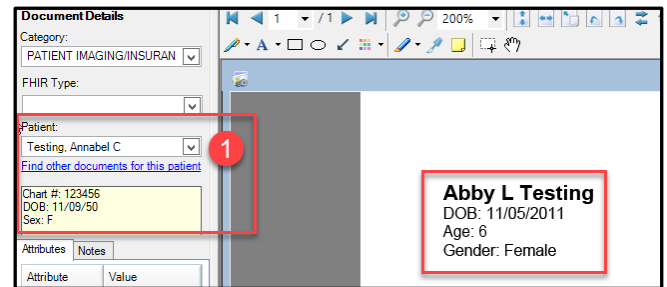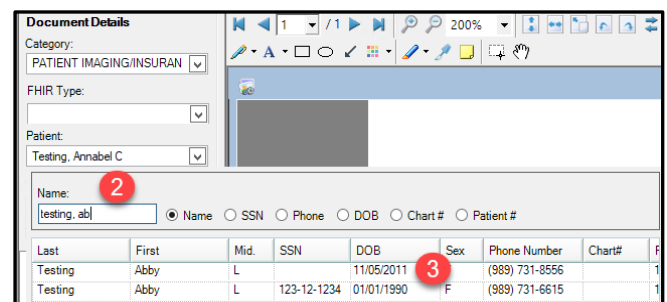**Scan the printed pages to the correct chart(s).**

Transferring an Image to Another Chart

Once it has been determined that all pages of an image are in the wrong patient chart:

1. Click the chevron next to the Patient's name in the Document Details window.


2. Search for the correct patient
3. Select the correct patient, verifying name and date of birth.

4. The Image Manager dialog box will open, notifying that you are about to move the document from patient A to patient B and ask if you want to proceed. Click **Yes**.
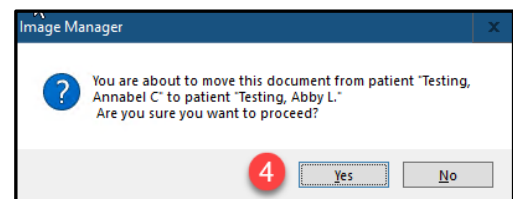
5. The correct patient will appear in the Document Details window.
6. Click the floppy disc icon in the top left to save the changes.
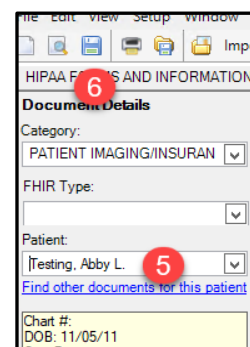
The complete image is now in the correct patient chart.