

Completing Deficiencies

Deficiency items will be listed in your Documents List, My Workload, and your Sign Queue.

The screenshot displays a medical software interface with three main panels. The top panel is 'Documents List', showing a list of documents with columns for patient name, room, time, and status. The middle panel is 'My Workload', showing a list of documents with columns for patient name, room, time, and status. The bottom panel is 'Sign Queue', showing a list of documents with columns for patient name, room, time, and status. Red arrows point from the text above to the respective panels in the screenshot.

STEPS:

First, complete items in your Sign Queue. This will contain documents that have been started but need your signature to complete. (documents in draft status, or documents needing co-signature).

Second, review your My Workload list. Items listed here are deficiencies; either needing a document to be created, or a document needs to be signed. **NOTE: IF YOU FEEL THERE IS A DEFICIENCY THAT DOES NOT BELONG TO YOU, CONTACT MEDICAL RECORDS TO HAVE IT REMOVED.**

Your Document list can be used during your shift to keep track of scribe documents in process, or documents that are in draft awaiting your signature. Items here can be removed by using the 'Edit' button.

For all lists (above), items can be accessed by clicking on the patient's name. You will be taken directly into the document, or given an option to choose a document. If an option is offered, click on the **NAME** of the document ie: **ED ABDOMINAL PAIN**, or **SIGN EMERGENCY DEPT NOTE** – this will open the document needed and you are able to complete and sign.

****For remote access:** Please contact IT at ext 6090 to set up remote access on your personal device. This can be done by bringing your device into IT, or they can assist you over the phone.

****For user assistance,** please call the ACS Help Desk at ext 3888.

****For incorrect deficiency notice:** contact Medical Records at 791-4791 to report errors in deficiency notices.