

## Document Deficiency Notifications and Refusal Process

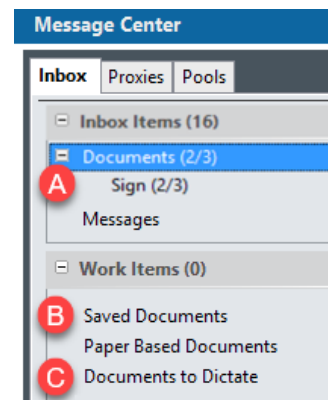
### Document Deficiency Notification

A document deficiency notification is a letter sent via email or fax informing you of patient documentation you need to complete.



### Locating Documentation to Complete

- Log into Cerner and select **Message Center**.
- Documents to be completed will be located in the following folders:
  - Sign: Documents requiring a signature
  - Saved Documents: Documents started, saved, and not signed
  - Documents to dictate: Documents pending dictation
- Open the appropriate folder, select the appropriate document, and complete the required action.



**Document Deficiency Notifications  
and Refusal Process**

**Refusing a Deficiency**

If you receive a deficiency that has been routed to in error, you may refuse the deficiency notification and return to HIM for appropriate routing. Follow the steps below to refuse the notice.

1. In the **Action Pane** section of the message, select **Refuse**.
2. Select the appropriate reason for refusal in the drop down.
3. The **Additional Forward Action** box is automatically checked. Click the drop down and select **Sign**.
4. Type **Refuse,HIM** in the **To** field.
5. Additional comments can be entered if needed.
6. Click **OK** to send this deficiency to HIM.

**Note:** If you have multiple deficiencies to address, click **OK & Next** to send the current deficiency to HIM and open the next deficiency automatically.

7. Close the request by clicking on the **X** at the top of the request.

To add Refuse, HIM as a favorite, click here to view the [Message Center Set Preferences eLearning](#). Refer to the Personal Address Book > Add Recipients section.