

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.

TAG
Monday, August 29, 2022

Zzztest MD, MD Joe
Children's Business Campus
5901 Lincoln Drive
Minneapolis, MN

NO:
TEL: (651)855-2042
FAX: (952)992-6980

Dear Dr. Zzztest:

This letter serves as notification that you have incomplete medical records that are 15 days* old or greater from the date of service. Please see the list below and complete them as soon as possible.

All documents must be produced and available for review in the electronic medical record within the timeframe specified in our bylaws. For operative reports, this includes creating or dictating the operative report within 24 hours (no change from previous bylaws). All documents must be finalized and signed within 15 days* of the date of service (update and change to previous bylaws).

Failure to do so may result in fines. This is not notification that fines have been assessed. If you do not complete the below records, you will receive a separate letter notifying you of any fines that have been assessed.

Questions regarding incomplete medical records can be directed to Health Information Management at 651-220-6169. If you feel a document or deficiency should not be assigned to you see instructions below to refuse the document/deficiency.

REFUSING A DOCUMENT/DEFICIENCY
-Find the document/deficiency in Message Center Inbox
-Click the Refuse option then select a Reason from the dropdown box

Your effort in completing the records in a timely manner is appreciated.

Angela Goepferd, MD
Children's Minnesota Chief of Staff

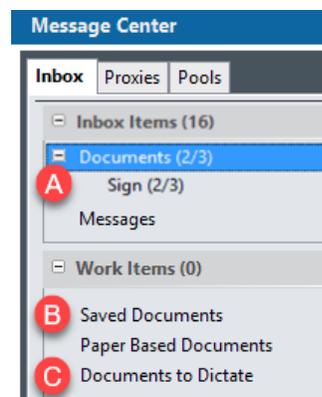
*30 days for select therapy clinic reports

Facility: Children's Minneapolis Zzztest MD, MD Joe

MRN	PATIENT NAME	DEFICIENCY	ADMISSION STATUS	ALLOCATION DATE	DEFICIENCY DATE	AGE
-emrn	Zzztest, Himsce	History and Phy	Pending Signatu	09/30/21	04/12/22	139
-emrn	Zzztest, Himsce	History and Phy	Pending Signatu	10/08/21	05/17/22	105

Locating Documentation to Complete

- Log into Cerner and select **Message Center**.
- Documents to be completed will be 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.



Refusing a Deficiency

If you receive a deficiency that has been routed to you 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.

The screenshot displays the EMR interface for a deficiency notification. At the top, the patient information for Zzztest, Appdev2 is shown, including MRN, DOB (4/21/2019), Age (3 years), Gender (Female), and various clinical codes. Below this is a clinical note titled 'House Staff Progress Note' dated November 21, 2022. The 'Action Pane' at the bottom is highlighted in yellow and contains the following elements:

- 1:** The 'Action Pane' header.
- 2:** The 'Refuse' radio button selected.
- 3:** The 'Reason*' dropdown menu set to 'Not my patient'.
- 4:** The 'Additional Forward Action' dropdown menu set to 'Sign'.
- 5:** The 'Comments' text area.
- 6:** The 'OK' button.
- 7:** The close button (X) at the top of the message.

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.