

Resolving Dynamic Documentation Errors with Notepad Copy/Paste

Formatting errors may occur when using copied text in scratchpads, particularly multi-contributor sections like the Hospital Course. This issue has become more prevalent following the transition from Internet Explorer to Edge.

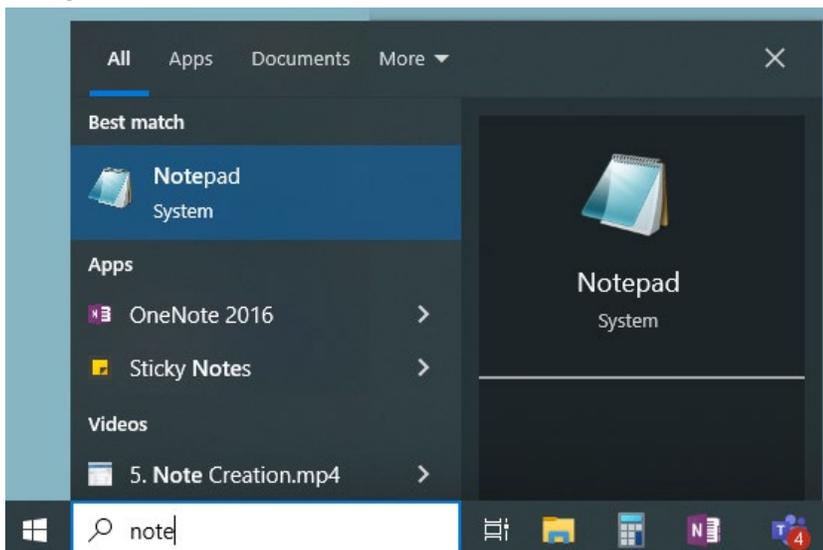
While no system-wide fix is available, the following workaround has been effective.

Resolution:

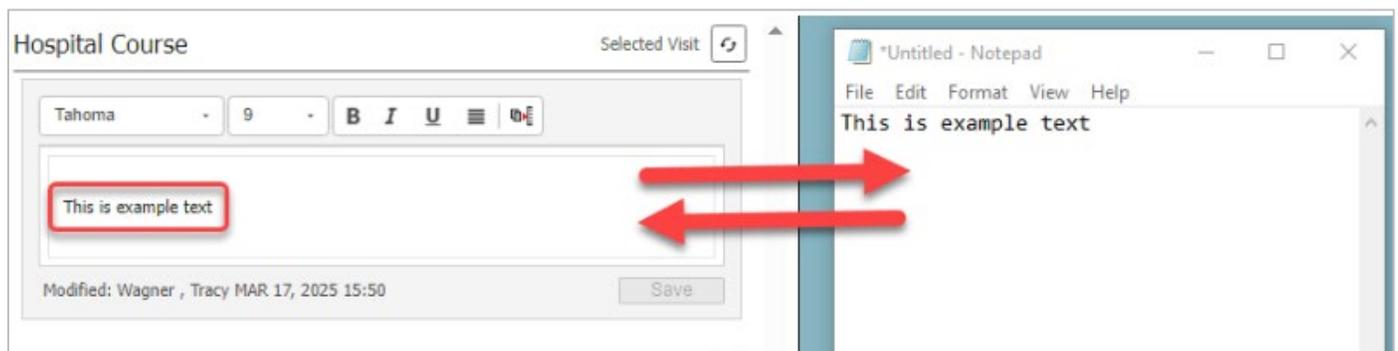
- *Prior to signing your note*, use Notepad in order to remove hidden formatting from the text. This process removes hidden formatting and prevents errors.
- *After signing your note*, you must modify your note and manually remove the unintentional text/characters/HTML code.

To Resolve Errors Prior to Signing Your Note:

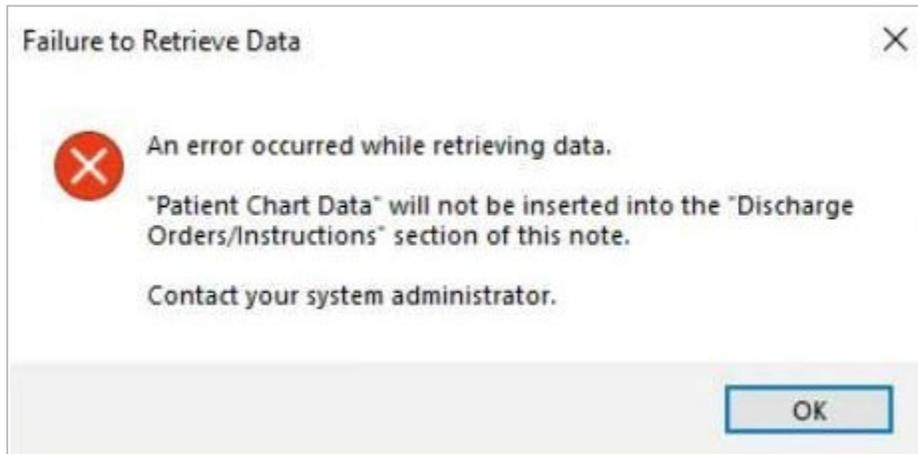
If you notice unintentional text/characters/ HTML code upon launching your Dyn Doc note, please utilize the following workaround:



1. **Cut** the text from the scratchpad.
2. **Paste** it into Notepad.
3. **Copy** the text from Notepad.
4. **Paste** it back into the scratchpad before launching your Dyn Doc note.



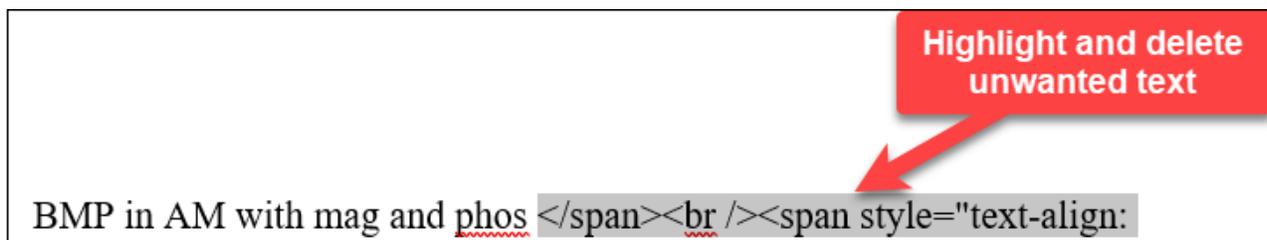
In addition, this method also prevents the error shown below that occurs when generating discharge instructions, especially when copying/pasting patient instructions into the scratchpad.



To Resolve Errors After Signing Your Note:

If you are contacted by HIM, Coding, or Informatics regarding unintentional text/characters/HTML Code in a signed note:

- You must **modify the note** and manually remove the extra text.
 - Click here for instructions on how to [Modify a Note](#).



Please share this guidance with your teams, and report any ongoing issues through the IT Helpdesk at 952-992-5000.