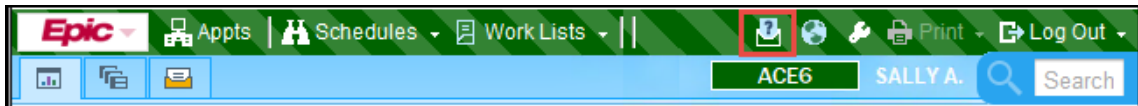


Chart Correction Request

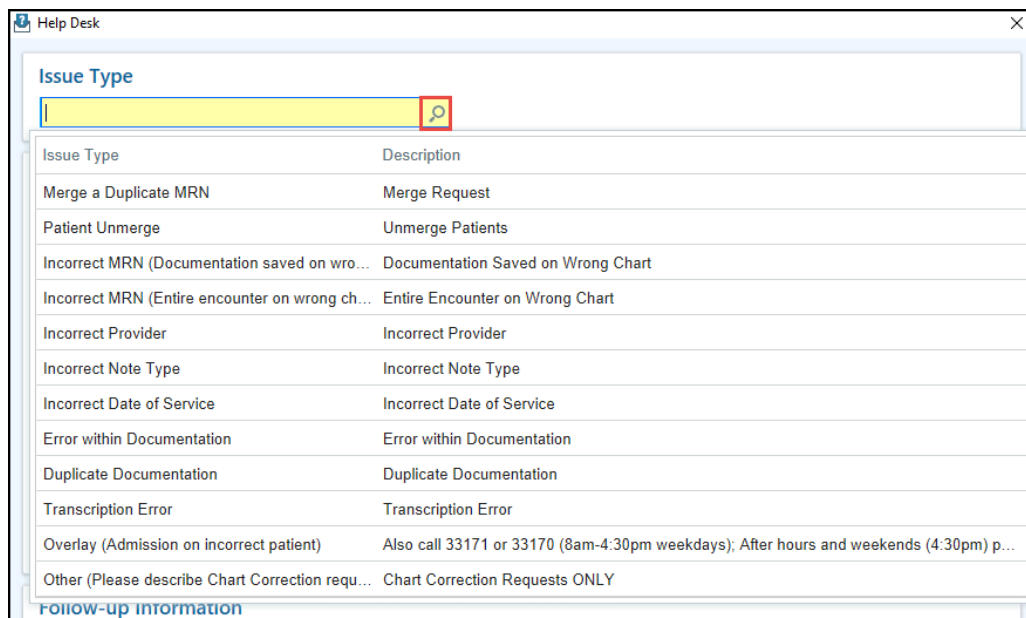
This process is to request a Chart Correction for items such as: Incorrect Provider or Note Type, Incorrect Date of Service, Documenting in an Incorrect Patient, and other general errors with Documentation. When the request is sent, it will be routed to the Chart Corrections team to take the necessary action.

Steps To Follow

1. From the Hyperspace toolbar, click the **Chart Correction Request** icon.

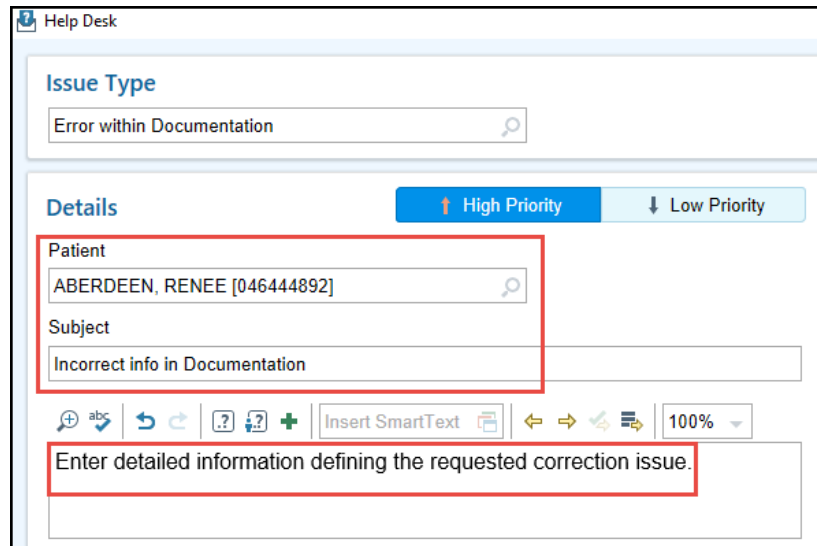


2. Click the **selection tool** in the *Issue Type* field.
3. Select the appropriate **Chart Correction reason** from the list of options.



Issue Type	Description
Merge a Duplicate MRN	Merge Request
Patient Unmerge	Unmerge Patients
Incorrect MRN (Documentation saved on wro...	Documentation Saved on Wrong Chart
Incorrect MRN (Entire encounter on wrong ch...	Entire Encounter on Wrong Chart
Incorrect Provider	Incorrect Provider
Incorrect Note Type	Incorrect Note Type
Incorrect Date of Service	Incorrect Date of Service
Error within Documentation	Error within Documentation
Duplicate Documentation	Duplicate Documentation
Transcription Error	Transcription Error
Overlay (Admission on incorrect patient)	Also call 33171 or 33170 (8am-4:30pm weekdays); After hours and weekends (4:30pm p...
Other (Please describe Chart Correction requ...	Chart Correction Requests ONLY

4. Enter the following information:
 - a. **Patient** - if you have the patient chart open when you open the Chart Correction Request, the name will auto populate. If not, click Patient Lookup to enter patient's name.
 - b. **Subject** - short summary of the issue being reported.
 - c. **Comments** - free text comments can be entered
 - d. Select a **Priority level**.



Help Desk

Issue Type

Error within Documentation

Details ↑ High Priority ↓ Low Priority

Patient

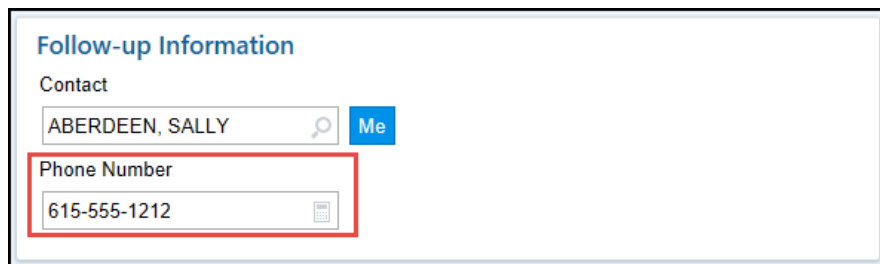
ABERDEEN, RENEE [046444892]

Subject

Incorrect info in Documentation

Enter detailed information defining the requested correction issue.

5. Enter your phone number for follow up information.



Follow-up Information

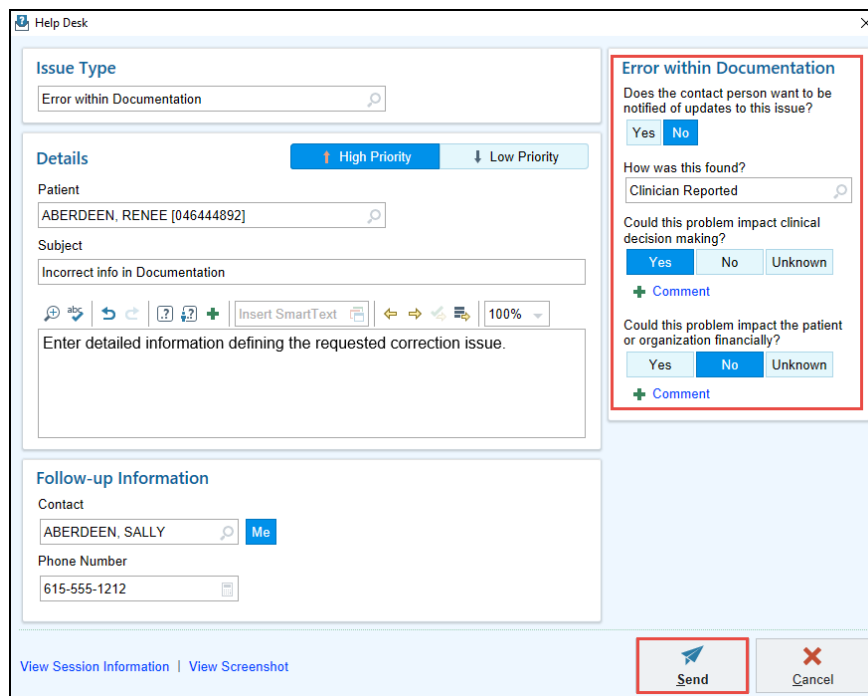
Contact

ABERDEEN, SALLY Me

Phone Number

615-555-1212

6. Complete the Issue Type specific questionnaire and click **Send**.



Help Desk

Issue Type

Error within Documentation

Details ↑ High Priority ↓ Low Priority

Patient

ABERDEEN, RENEE [046444892]

Subject

Incorrect info in Documentation

Enter detailed information defining the requested correction issue.

Follow-up Information

Contact

ABERDEEN, SALLY Me

Phone Number

615-555-1212

Error within Documentation

Does the contact person want to be notified of updates to this issue?

Yes No

How was this found?

Clinician Reported

Could this problem impact clinical decision making?

Yes No Unknown

[+ Comment](#)

Could this problem impact the patient or organization financially?

Yes No Unknown

[+ Comment](#)

[View Session Information](#) | [View Screenshot](#)

[Send](#) [Cancel](#)