

Submitting a Document Correction

When viewing a scanned image and it is determined that there is an error with the document or does not meet standards, you can submit a request to have the document corrected or removed from eStar. Reasons to submit a document correction include but are not limited to: incorrectly rotated or illegible images, document associated to the wrong patient or encounter, duplicate documents in the system, incorrect Document Type, not a medical record document.

Steps To Follow

1. Identify the document which requires correction.
2. With the document open, click **Add Correction** from the Image Controls
 - a. If the document is a PDF, the Image Controls will look different but still click **Add Correction**.



3. The Document Corrections Request form will open.
 - a. This form allows the end user to indicate the reason for submitting the document correction request.
4. In the Requestor Information section, enter the **Requestor Name, Phone, and Email**.
 - a. This will allow for any follow up if questions arise when correcting the document.

Document Corrections Request

Requestor Information

You are required to enter Requestor Name, Requestor Phone #, and Requestor Email.

Requestor Name

Requestor Phone #

Requestor Email

Urgent

Regarding the Urgent checkbox: When checked, the document is sent to an “Urgent” queue in the OnBase Document Correction lifecycle. If the document is in the wrong patient chart, the request would be considered Urgent.

5. In the Requested Corrections section, you will indicate the reason for submitting the request.
 - a. The Current MRN, CSN, and Order # fields auto populate from the selected document.
 - b. If the MRN, CSN, or Order # on the document is incorrect, the user can click the **appropriate check box** and enter the corrected information in the New MRN, CSN, or Order # fields.

Requested Corrections

Please indicate the correction(s) required.

Current MRN <input type="text" value="E147143"/>	<input type="checkbox"/> Fix MRN	New MRN <input type="text"/>
Current CSN <input type="text"/>	<input type="checkbox"/> Fix CSN	New CSN <input type="text"/>
Current Order # <input type="text"/>	<input type="checkbox"/> Fix Order #	New Order # <input type="text"/>
Current DOS <input type="text"/>	<input type="checkbox"/> Fix DOS	New DOS <input type="text"/>

<input type="checkbox"/> Fix Doc Type	<input type="checkbox"/> Fix Page Order
<input type="checkbox"/> Fix Orientation	<input type="checkbox"/> Split
<input type="checkbox"/> Delete Pages	<input type="checkbox"/> Other
<input type="checkbox"/> Duplicate Document - Please Delete	

Comments (Please describe the change you are requesting)

6. Also, in the Requested Corrections section, you can select the appropriate **reason the document requires correction**.
 - a. A free text comment in the Comments section can be entered to provide further information regarding the correction request.

Requested Corrections

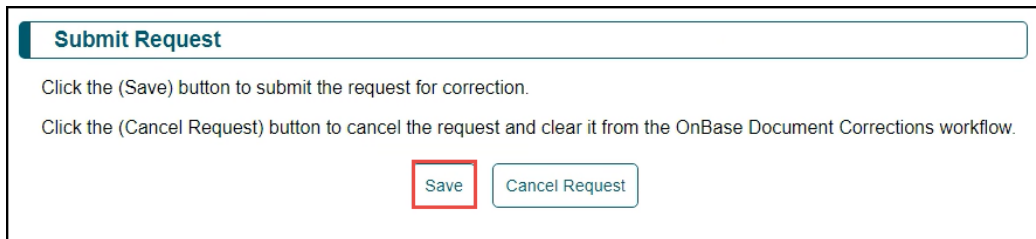
Please indicate the correction(s) required.

Current MRN <input type="text" value="E147143"/>	<input type="checkbox"/> Fix MRN	New MRN <input type="text"/>
Current CSN <input type="text"/>	<input type="checkbox"/> Fix CSN	New CSN <input type="text"/>
Current Order # <input type="text"/>	<input type="checkbox"/> Fix Order #	New Order # <input type="text"/>
Current DOS <input type="text"/>	<input type="checkbox"/> Fix DOS	New DOS <input type="text"/>

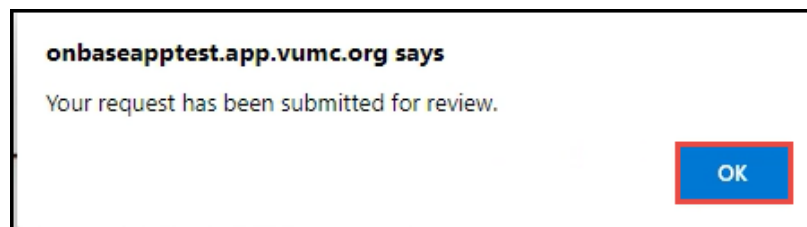
<input type="checkbox"/> Fix Doc Type	<input type="checkbox"/> Fix Page Order
<input type="checkbox"/> Fix Orientation	<input type="checkbox"/> Split
<input type="checkbox"/> Delete Pages	<input type="checkbox"/> Other
<input type="checkbox"/> Duplicate Document - Please Delete	

Comments (Please describe the change you are requesting)

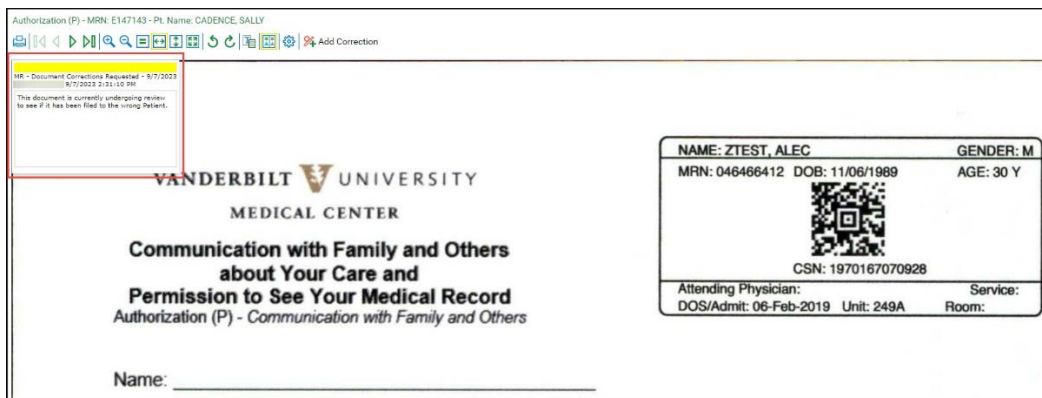
7. In the Submit Request section, click **Save**.
 - a. This will send the document correction request to the appropriate workqueue for correction.



8. If prompted your request has been submitted for review, click **Ok**.



9. A note will be placed on the document advising that it has been submitted for correction.
 - b. This note will be visible to other users who retrieve the document and will remain on the document until the correction has been made.



10. The Center for Health Information Management (CHIM) will review the document correction request and make the appropriate correction in eStar.
 - c. For questions regarding document corrections, please contact CHIM at 615-322-3634
 - This line is answered 24 hours a day, 7 days a week, 365 days a year.