Epic together.

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HEALTH

EpicCare Ambulatory
4/14/2022
Version Control #3

APPLICATION: Marking an Encounter as Erroneous

This includes instructions to mark a patient encounter erroneous, meaning it is removed from the patient's legal medical record.

How it Works

You will be able to indicate that a patient's encounter is erroneous, and thus it is removed from a patient's chart following this tip sheet.

First, find the Patient's chart and select the encounter to be marked as erroneous:

1. Use the **Patient Lookup** activity in the Hyperspace Toolbar to find the patient's name.

2. Type the patient's name in the Name/MRN field, in a LASTNAME, FIRSTNAME format.

3. Click **Find Patient**.

4. The search results will appear with any matching patients. (Training patient used)

5. Click the correct patient's name once to view the demographics and confirm the patient accuracy.

6. Click the **Select** button with the correct patient's name selected.

Select the erroneous encounter and mark as erroneous.

7. The patient chart will open. Click the Chart Review activity tab.

8. From the Encounters tab of Chart Review, click the open encounter to be marked as erroneous **once** to highlight it.

9. Right click on the selected encounter, and left click **Edit or Addend Encounter**.

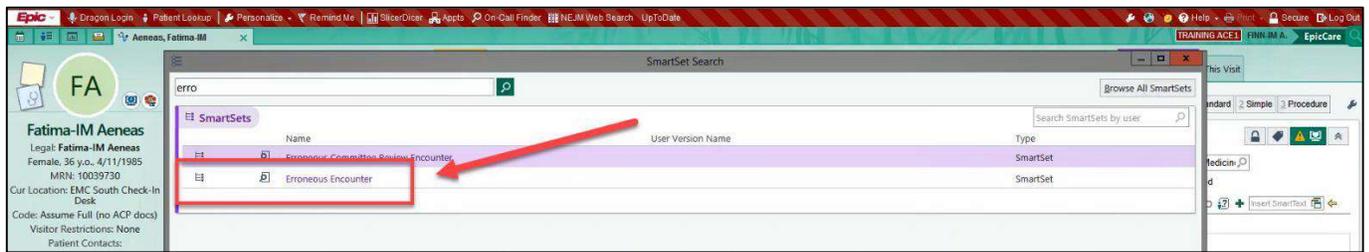10. The encounter opens. Select the SmartSets button, shown below, from the menu at the top.

11. When the SmartSets menu opens, as shown below, in the search box, type '**erroneous**' and click the +Add button.
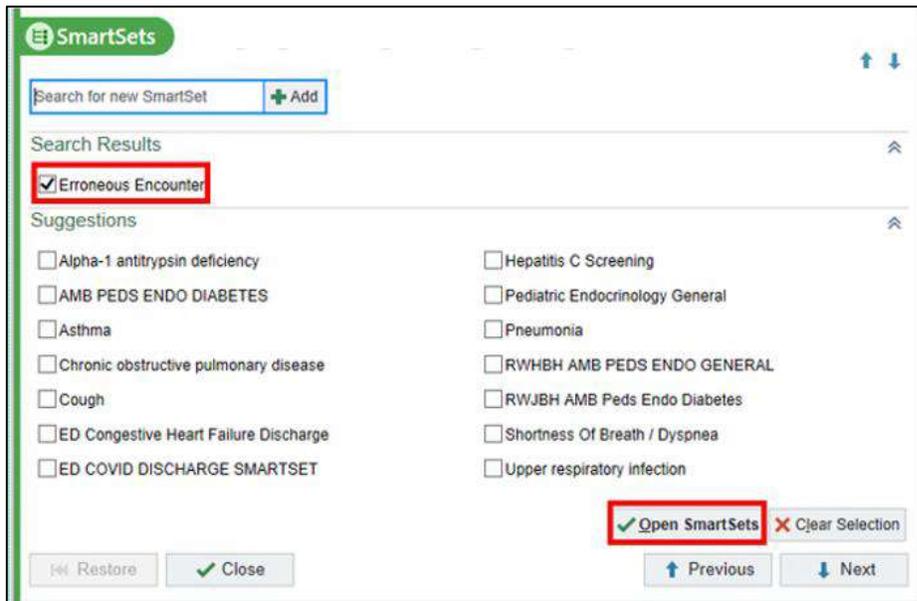

12. The following two SmartSets appear.

    Click the **Erroneous Encounter** SmartSet, and then click the **Accept** button at the bottom right-hand side of the screen.

13. The SmartSets section opens with the **Erroneous Encounter** SmartSet selected.

    Click the **Open SmartSets** button.

14. The Erroneous Encounter SmartSet displays, as shown below, and contains the necessary documentation to close the encounter, including a Progress Note, Diagnosis, Reason for Visit and Level of Service, all indicating that the encounter was created in error.

    Click the **Sign** Button to sign the SmartSet.
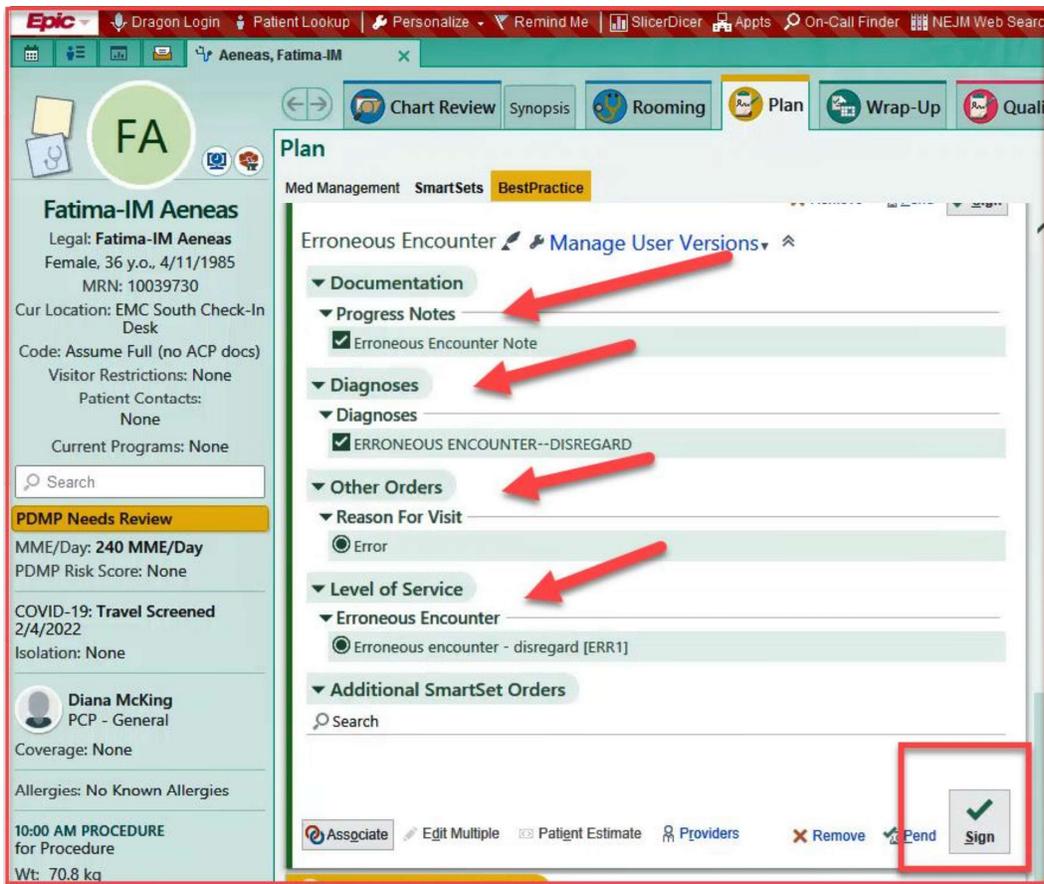
15. Once signed, the Visit Diagnosis, Note and LOS are pre-populated.
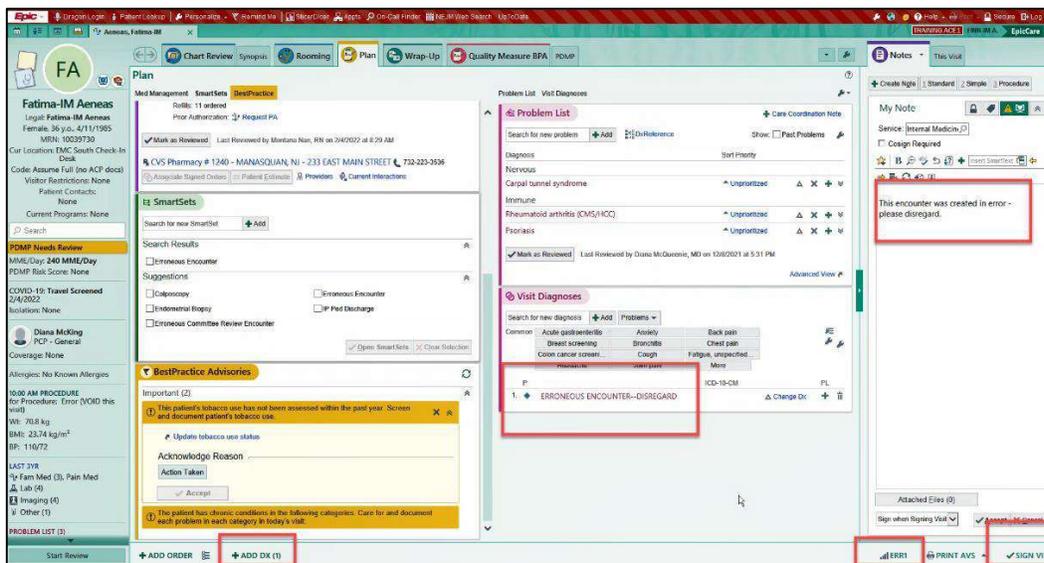
16. Click the **Sign Visit** button in the bottom right-hand corner of the screen to close the encounter.

17. In Chart Review, note that the encounter is now showing as **Erroneous**.

18. The Visit Report reflects the Erroneous Encounter.

View open charts in your In Basket – My Open Charts Folder

The My Open Charts folder will contain any unsigned charts. It will indicate the needed items to close the encounter.

1. Go to the **My Open Charts** folder within your In Basket and select the appropriate patient.
2. In the message that appears, on the right side, the required items needed to close the visit will be listed under the section titled "**To Close This Visit**".
3. To open the encounter, click on the **Encounter** button on the toolbar.
4. To mark the encounter as erroneous, follow steps 10 thru 15 listed above.

Remember

- The Patient Lookup activity is usually a button on the Hyperspace toolbar.
- Selections in a SmartSet are not finalized until the SmartSet is signed.
- The Erroneous Encounter workflow can be utilized wherever the SmartSet activity is available.

Version #	Purpose of Change	Author	Date of Change
1.0	Alysa Leary		1/7/2022
2.0	Winifred Welch		2/7/2022
3.0	Teyent Loulou		4/14/2022