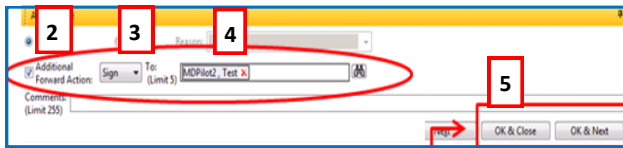


Steps to Request a Co-Signature

When an advance practice clinician (APN or PA) answers a query, it must be co-signed by an attending provider.

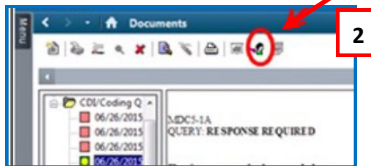
To request a co-signature from the Message Center:

1. Modify the document to enter a response and Sign the query.
2. In the document **Action Pane**, place a check in the **Additional Forward Action** box
3. Confirm the Additional Forward Action=Sign
4. Choose the attending provider responsible for co-signing the document.
5. Click **OK & Close** or **OK & Next** to complete the forward action.

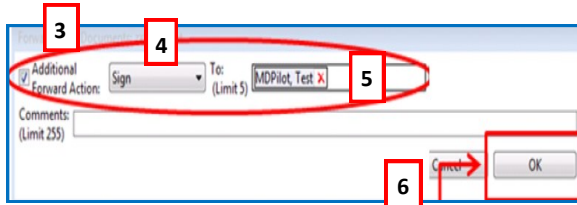


To request a co-signature from the Patient Chart:

1. Modify the document to enter a response and Sign the query.
2. With the document still selected, click the **Forward** icon.



3. Place a check in the Additional Forward Action box.
4. Confirm the additional forward action = Sign.
5. Choose the attending provider responsible for co-signing the document.



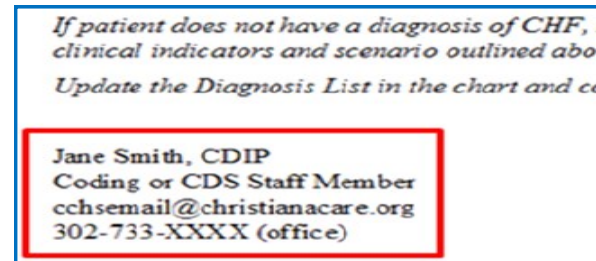
6. Click **OK** to complete the forward action.

Reminders

- **Entering your response and signing the query** document will remove it from the Message Center Inbox and will fulfill your documentation requirement.
- **Signing the query without entering a response** will not complete the query. Even though the query will be removed from your Inbox, it will remain outstanding and will be returned to you.
- **Saving the query (instead of Signing)** will not remove it from your Message Center Inbox nor resolve your documentation requirement.
- The **Comment** section of the query document is **not** part of the permanent medical record and is not used for coding. If a provider answers a query in the Comment section, the response will be sent back to the provider as it needs to follow the **Steps to Respond to eQueries** process.

Requesting Assistance with a Query

If you need assistance answering a query, contact the CDI or Coding Professional who sent you the query. The sender's name and contact information is located at the bottom of the query document.



Questions—Contact us for assistance

Shannon Menei, MBA, MSN, RN, RN-BC, CCDS
Clinical Documentation Specialist Supervisor
Shannon.Menei@christianacare.org
(302) 733- 5973

Kimberly Seery, RHIT, CDIP, CCS, CPC
AHIMA Approved ICD-10 CM/PCS Trainer
Associate Director of Coding and Data Quality
Health Information Mgmt Svc
kseery@christianacare.org
(302) 733-1113

CDI Queries Quick Reference Guide

Changes to the Query Process

1. CDI queries are submitted to the **Documents to Sign** area of the **Message Center** Inbox, instead of a Reminder. Open eQueries are also in the **Chart Completion** grid on the Physician Portal.
2. Providers may respond to eQueries directly from the Message Center or from the patient's chart.
Response is needed within 48 hours.
3. Queries answered by **advanced practice clinicians** (APNs and PAs) require a **counter-signature** by an attending provider.
The APN or PA is expected to complete his/her query then forward it for co-signature.

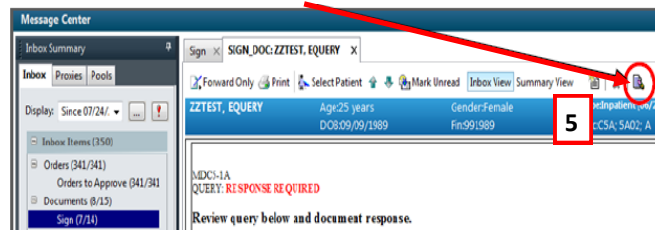
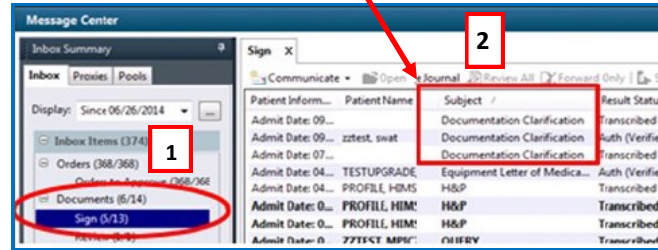
Responding to Open eQueries

Response Tips:

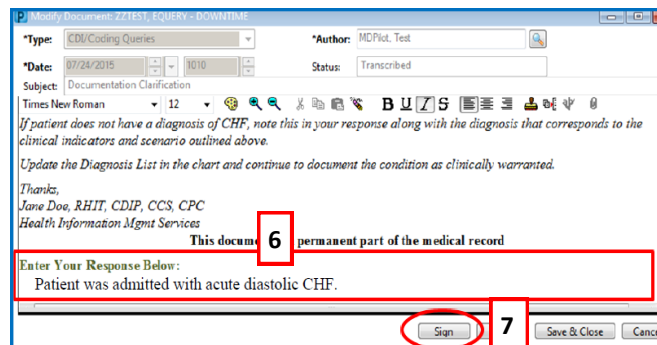
1. Modify each query to **enter a response** before signing the query document.
Signing alone will not complete a query.
2. A query is assigned to a specific provider. However, any treating provider with the appropriate clinical knowledge should review outstanding queries and respond. If you respond to another provider's query, the query will be automatically removed from the assigned provider's Inbox.
3. As you are reviewing the query, if you identify information that you want to include in your query response, **highlight** the information:
 - a. Click the **Copy** Icon (or **CTRL C**)
 - b. Click **Modify** to initiate your response
 - c. Click on the **Paste** Icon (or **CTRL V**) to insert the copied text under "Enter Your Response Below:"
 - d. Finish entering your response.
 - e. **Sign** the document.

Steps to Respond to eQueries from Message Center

1. Click "**Sign**" in the "**Documents**" section of your Message Center.
2. Look for items where the subject begins with "**Documentation Clarification.**"
3. Double-click on a **Document Clarification** item to open a query document.
4. Review the Query.
5. Click the **Modify** icon to initiate your query response.



6. Under "**Enter your Response Below**", use Dragon dictation, paste tagged information or free text your query response.
7. Click **Sign**.



Steps to Respond to eQueries from Physician Portal

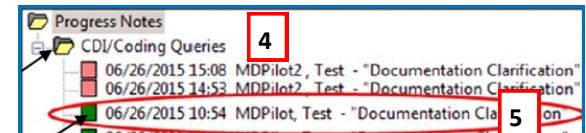
On the **Physician Portal Chart Completion Grid**, an open eQuery will be counted as an **eSign** item.

My Charts			
eSign	+	21	0
Sign Paper	+	2	0

1. On the Physician Portal Chart Completion Grid, click on **eSign**.
2. Your eQueries will appear as a **CDI/Coding Query**. The blue medical record number and patient name are hyperlinks. Clicking on either link will take you directly into the patient's chart.

Medical Record Number	Patient Name	Document	Action/Status
Delinquent			
EMail 904749343	Test, Mary	10046586	CDI/Coding eSign Query

3. In the patient's chart, open the menu and go to the Documents tab.
4. To find your query documents, look in the **Progress Notes, CDI/Coding Queries** folder for Documentation Clarification items.



A **green** status color indicates a query that is awaiting a response and signature.

5. To respond to the query from the patient's chart, double click on the outstanding query.
6. Click the **Modify** icon to initiate your query response.



7. Follow the same "**Enter your Response**" and **Sign** steps that are used from the Message Center.