

On September 14, 2015, a new process for CDI/Coding queries will make it easier for you to respond and sign from the Message Center with renewed focus on response within 48 hours. We will also provide notification of outstanding queries via the Chart Completion grid on the physician portal.

What are the changes?

- CDI queries will be submitted to the Documents to Sign area of the Message Center inbox, instead of a Reminder. You will also see the need for query response in the Chart Completion grid on the Physician Portal.
- Providers may respond to queries directly from the Message Center or from the patient's chart. Response is needed **within 48 hours** while the information is still at the forefront of your mind. Failure to respond in a timely manner will be referred to service line department leadership.
- Query is part of the permanent patient record. Inappropriate responses will be referred to the service line Physician Champion for intervention.
- Queries answered by advanced practice clinicians (APNs and PAs) require a counter signature by an attending provider. The advanced practice clinician is expected to complete his query then forward it for co-signature from either the Message Center or within the patient's chart.

Responding to your open eQueries

You will be notified of each open query after it is assigned to you from either the Message Center or the Physician Portal.

Response tips:

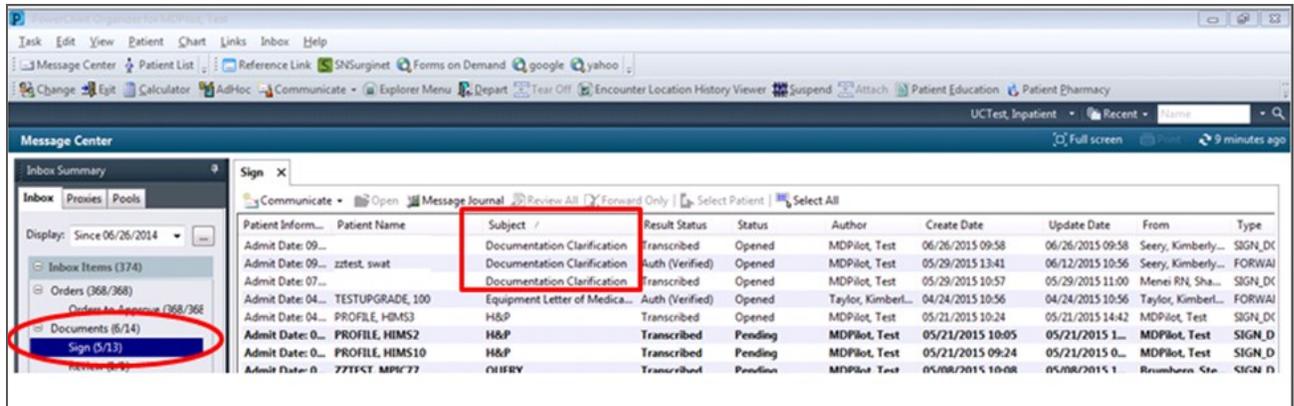
- ◇ Modify each query to enter a response before signing the query document. Signing alone will not complete an outstanding query.
- ◇ A query is assigned to a specific provider. However, any treating provider with the appropriate clinical knowledge should review outstanding queries (in the progress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

Responding to Queries from the Message Center

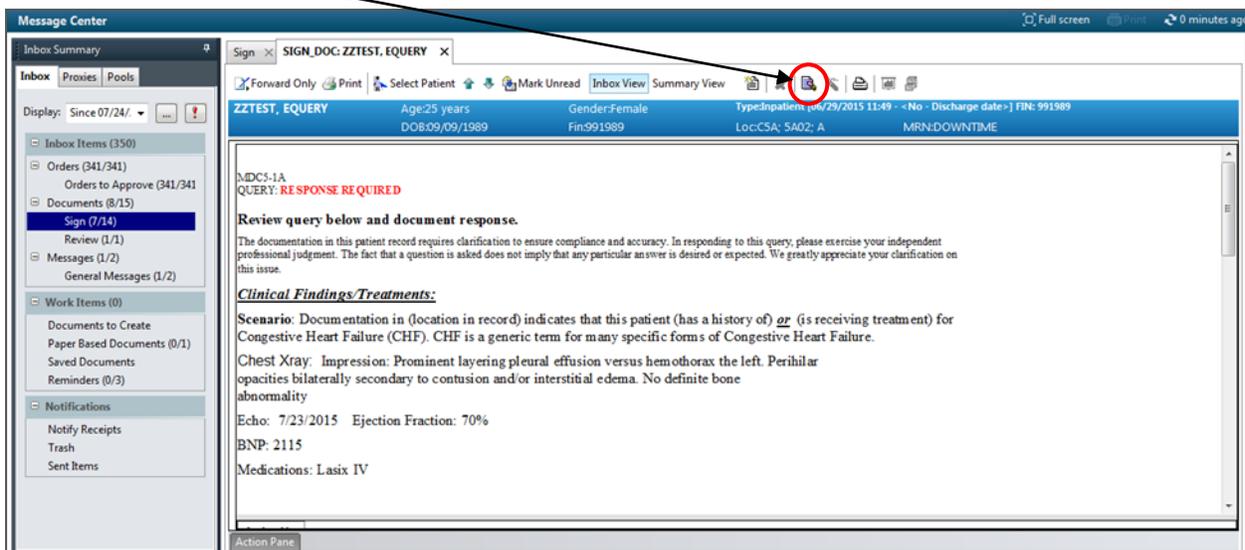
CDI queries will be submitted to the Documents to Sign area of the Message Center inbox, instead of a Reminder. This information is updated continuously as queries are assigned and answered.

Follow the steps below to open, respond and sign these queries.

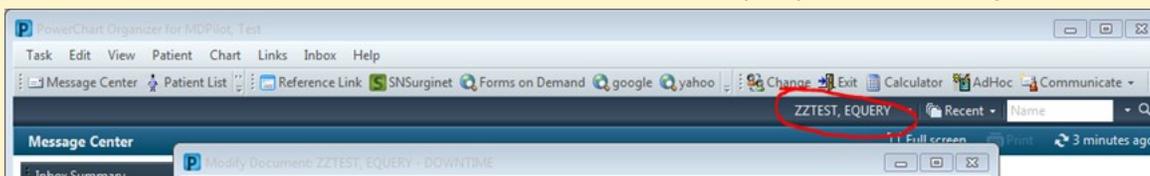
1. Click on **"Sign"** on the **"Documents"** section of your Message Center.
2. Look for items where the subject begins with **"Documentation Clarification."**



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.

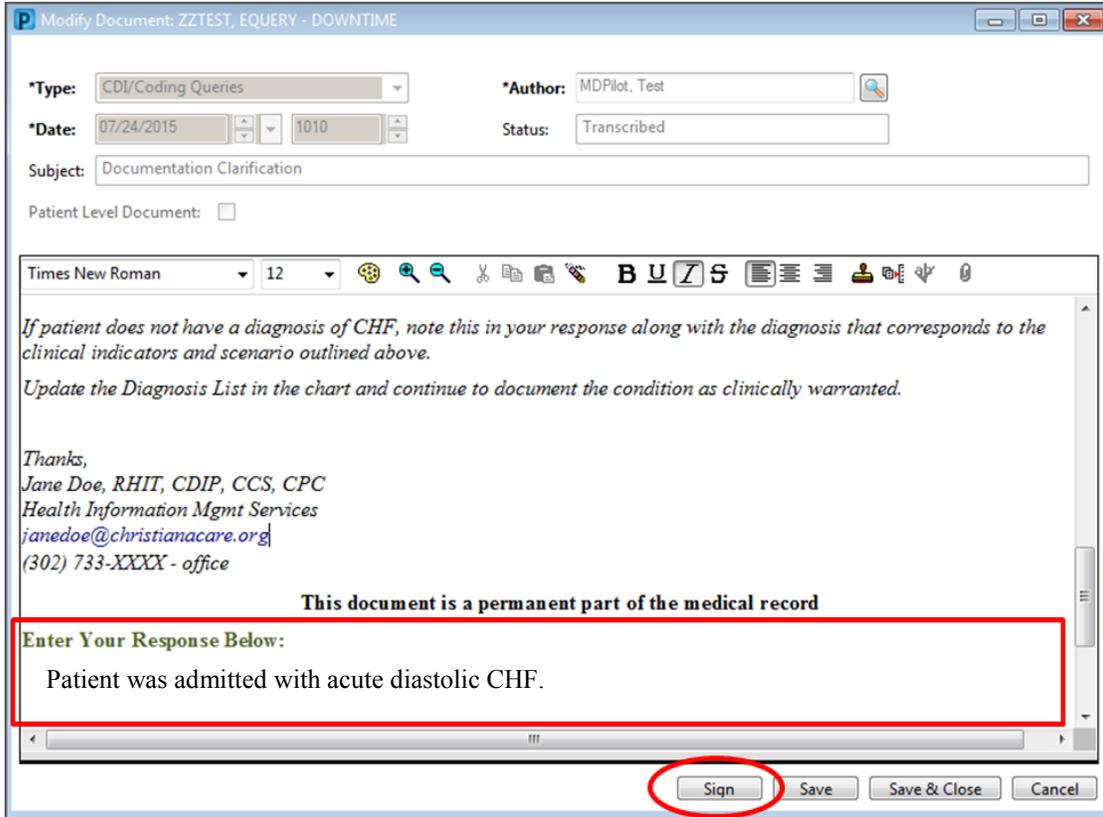


Need clinical information from the patient's chart to add in your response?
Click on the patient name above the Message Center Bar.
Review the information, close the chart and return to the query in the message center.



Responding to Queries from the Message Center-continued

- Under “**Enter your Response Below**”, use Dragon dictation, paste tagged information or free text your query response.



The screenshot shows the 'Modify Document' window for a CDI query. The document title is 'ZZTEST, EQUERY - DOWNTIME'. The form fields are: *Type: CDI/Coding Queries; *Author: MDPilot, Test; *Date: 07/24/2015 1010; Status: Transcribed; Subject: Documentation Clarification. The document content includes instructions: 'If patient does not have a diagnosis of CHF, note this in your response along with the diagnosis that corresponds to the clinical indicators and scenario outlined above. Update the Diagnosis List in the chart and continue to document the condition as clinically warranted.' It also includes a signature block for Jane Doe, RHIT, CDIP, CCS, CPC, Health Information Mgmt Services, with contact info: janedoe@christianacare.org and (302) 733-XXXX - office. A red box highlights the 'Enter Your Response Below:' section, which contains the text: 'Patient was admitted with acute diastolic CHF.' The 'Sign' button at the bottom is circled in red.

- Then, click **Sign**.

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.

Responding to Queries from the Physician Portal

On the Physician Portal Chart Completion Grid, an open eQuery will be counted as an eSign item. This information is updated hourly throughout the day.

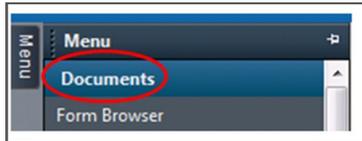
My Charts			
	+	+	+
eSign	0	21	0
Sign Paper	0	2	0
Create/Dictate	0	7	1
As Of 6/26/2015 11:30:19 AM			
Show all reports			

Follow the steps below to open, respond and sign these queries.

1. On the Physician Portal Chart Completion Grid, click on **eSign**.
2. Your eQueries will each appear as a **CDI/Coding Query**.

Medical Record Number	Patient Name	FIN	Discharge Date	Document	Action/Status
Delinquent					
E-Mail 904749343		7200046586	03/07/2014	CDI/Coding Query	eSign
Outstanding					
E-Mail 1900057962		2901000159	04/21/2014	Discharge Summary	eSign
E-Mail 901179623		7200054226	03/18/2014	Discharge Summary	Create/Dictate

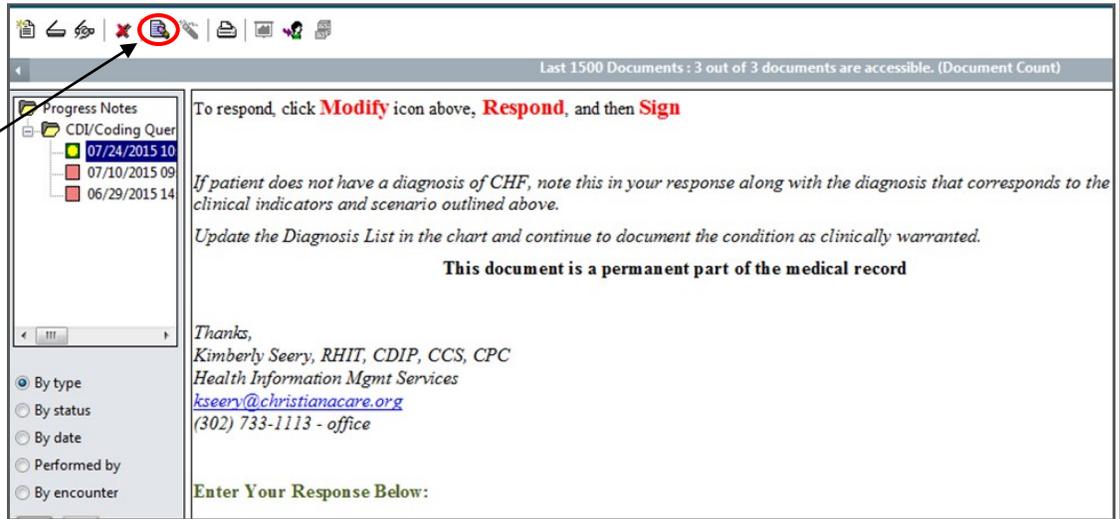
3. The blue medical record number and patient name are hyperlinks. If you already have PowerChart open, clicking on either link will take you directly into the patient's chart.
4. In the patient's chart, open the menu and go to the Documents tab.



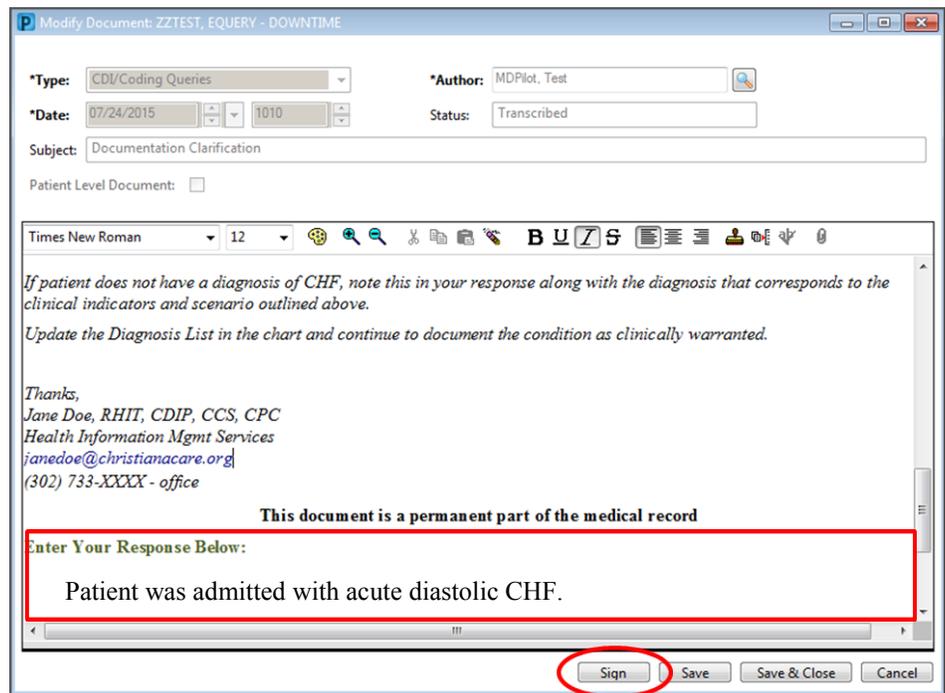
5. To find your query documents, look in the **Progress Notes, CDI/Coding Queries** folder for Documentation Clarification items.
6. Look for documents with your name attached. These are your queries, however you may answer any outstanding queries. A green status color indicates a query that is awaiting a response and signature (aka-outstanding).
7. To respond to the query from the patient's chart, double click on the outstanding query.

Responding to Queries from the Physician Portal-continued

8. Read the Query request.
9. Click the **Modify** icon to initiate your query response.



10. Under "**Enter your Response Below**", use Dragon dictation, paste tagged information or free text your query response.
11. Then, click **Sign**.



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 you 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.

Queries Answered by Advance Practice Clinicians

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:

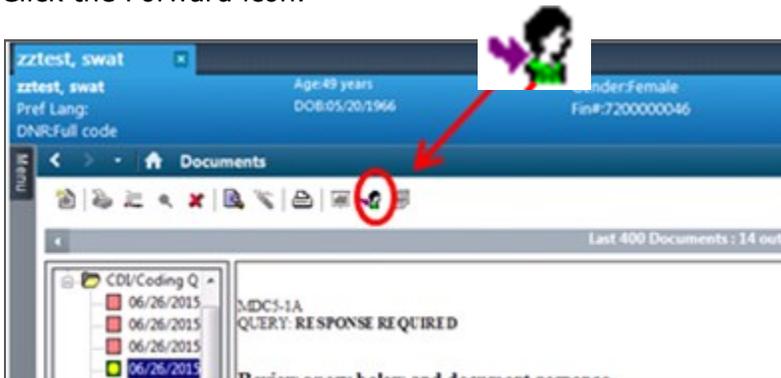
1. Modify the document to enter a response and Sign the query.
2. Then, in the document Action Pane:
 - Place a check in the Additional Forward Action box
 - Confirm the Additional Forward Action=Sign
 - Choose the attending provider responsible for co-signing the document.



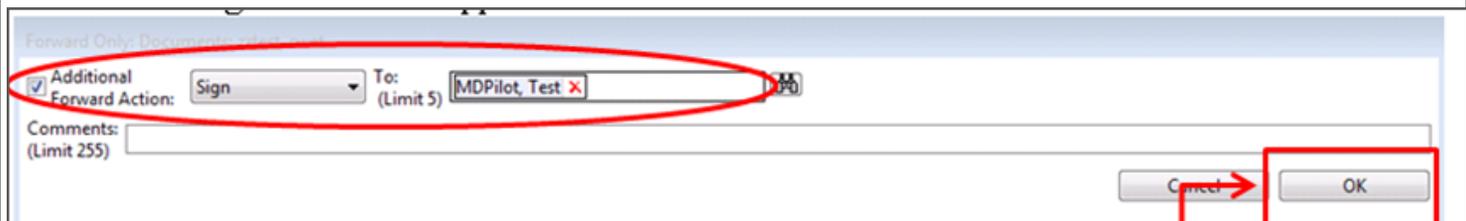
- Click **OK & Close** or **OK & Next** to complete the forward action.

To request a co-signature from the Patient Chart:

1. Modify the document to enter a response and Sign the query.
2. Then, while you still have the query document selected:
 - Click the Forward icon.



- The forwarding window will appear.
- Place a check in the Additional Forward Action box.
- Confirm the additional forward action = **Sign**.
- Choose the attending provider responsible for co-signing the document.



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

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.

If patient does not have a diagnosis of CHF, note this in your response along with the diagnosis that corresponds to the clinical indicators and scenario outlined above.

Update the Diagnosis List in the chart and continue to document the condition as clinically warranted.

Jane Smith, CDIP
Coding or CDS Staff Member
cchsemail@christianacare.org
302-733-XXXX (office)

This document is a permanent part of the medical record

Questions with the query process?

Contact us for assistance!

Clinical Documentation Improvement

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