

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."

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Display: Since 06/26/2014 •	Admit Date: 09	Documentation Clarification	Transcribed	Opened	MDPilot, Test	06/26/2015 09:58	06/26/2015 09:58	Seery, Kimberly	SIGN_DC
Inbox Items (374)	Admit Date: 09 zztest, swat	Documentation Clarification	Auth (Verified)	Opened	MDPilot, Test	05/29/2015 13:41	06/12/2015 10:56	Seery, Kimberly	FORWAI
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- 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.

PowerChart Organizer for MDPilot, Test			
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#### **Responding to Queries from the Message Center-continued** 6. Under "Enter your Response Below", use Dragon dictation, paste tagged information or free text your query response. P - - X CDI/Coding Queries -\*Author: MDPilot, Test \*Type: 07/24/2015 - 1010 Transcribed \*Date: Status: Subject: Documentation Clarification Patient Level Document: - 🧐 🔍 🔍 🐰 🖻 🛍 🕱 🖪 🖳 🖉 🗲 🗐 🕸 🖉 Times New Roman ▼ 12 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. Thanks. Jane Doe, RHIT, CDIP, CCS, CPC Health Information Mgmt Services janedoe@christianacare.org (302) 733-XXXX - office This document is a permanent part of the medical record Enter Your Response Below: Patient was admitted with acute diastolic CHF.

7. Then, click Sign.

*Entering your response <u>and</u> signing the query document will remove it from the Message Center Inbox and will fulfill your documentation requirement.* 

Sign

Save

Save & Close Cancel

- Signing the query without entering a response will <u>not</u> 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 <u>not</u> 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.

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						۱	
Mail	904749343		7	20004658	6	03/07/2014	CDI/Coding Query	eSign
	Outstanding							
Mail	<u>1900057962</u>		2	290100015	9	04/21/2014	Discharge Summary	eSign
Mail	901179623		7	20005422	6	03/18/2014	Discharge	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.



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).
- To respond to the query from the patient's chart, double click on the outstanding query.

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	Progress Notes	*
	😓 🗁 CDI/Coding Queries	
┦	06/26/2015 15:08 MDPilot2 , Test - "Documentation Clarification"	
	06/26/2015 15:01 MDPilot, Test - "Documentation Clarification"	
	06/26/2015 14:53 MDPilot2_Test"Documentation Clarification"	
	06/26/2015 10:54 MDPilot, Test - "Documentation Clarification"	Ε
	06/26/2015 09:56 MDPilot, Test - Documentation Clarification"	
1	06/19/2015 11:38 Stehl, Janet - "Documentation Clarification"	
	06/19/2015 11:33 MDPilot, Test - "Documentation Clarification"	
	05/29/2015 12:38 MDPilot, Test - "Documentation Clarification"	
	05/29/2015 12:20 MDPilot, Test - Documentation Clarification	
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	Read the Query	•	Last 1500 Documents : 3 out of 3 documents are accessible. (Document Count)
	request.	Progress Notes	Quer To respond, click Modify icon above, Respond, and then Sign
	Click the <b>Modify</b> icon to initiate your query	07/24/201 07/10/201 06/29/201	<ul> <li>If patient does not have a diagnosis of CHF, note this in your response along with the diagnosis that corresponds clinical indicators and scenario outlined above.</li> <li>Update the Diagnosis List in the chart and continue to document the condition as clinically warranted.</li> </ul>
	response.		This document is a permanent part of the medical record
		<ul><li>By type</li><li>By status</li></ul>	Thanks, Kimberly Seery, RHIT, CDIP, CCS, CPC Health Information Mgmt Services <u>kseery@christianacare.org</u> (302) 733-1113 - office
		<ul> <li>By date</li> <li>Performed by</li> </ul>	
		By encounter	Enter Your Response Below:
L	D. Under "Enter your Response Below' Dragon dictation, p tagged information text your query res 1. Then, click Sign.	r /, use baste o or free sponse.	Subject: Documentation Clarification Patient Level Document:  Times New Roman 12 BUSSE BUS
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• Saving the query (instead of Signing) will <u>not</u> 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.					
<ul> <li>2. Then, in the document Action Pane:</li> <li>Place a check in the Additional Forward Action box</li> <li>Confirm the Additional Forward Action=Sign</li> <li>Choose the attending provider responsible for co-signing the document.</li> </ul>					
Action Pane 9					
Sign Refuse Reason					
Comments: (Limit 25)					
OK & Close OK & Next					
Click OK & Close or OK & Next to complete the forward action.					
To request a co-signature from the Patient Chart:					
<ol> <li>Modify the document to enter a response and Sign the query.</li> <li>Then, while you still have the query document selected:         <ul> <li>Click the Forward icon.</li> </ul> </li> <li> <ul> <li></li></ul></li></ol>					
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Additional Eprward Action: Sign To: (Limit 5) MDPilot, Test X					
Comments: (Limit 255) Comments:					
Click <b>OK</b> 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**

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

OR

#### **HIMS Coding Management**

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