

HIM Provider Orientation Packet



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Contact Information

Hours and Phone Numbers

8:00 a.m. – 4:00 p.m. – Monday through Friday (HIM Department)

No Holiday Coverage

Health Information Department	HIM	715-847-2177
Jenn Kostyn	HIM Physician Completion & Letters	715-422-9306
Shelley Stokosa	System Director of HIM, CDI, and Transcription	715-847-2617
Alex Lampe (Hospital)	System HIM Manager	715-847-2179
Krystle Grabko (Clinic)	System HIM Manager	715-847-2400
Jessica Donnell (Release of Information, Post-Acute Care)	System HIM Manager	(906) 265-0425 Ext. 11425

If there is anything, we can do to assist you, please contact us by phone or email.



Documentation Requirements

History and Physical Note Type

- Completed within 24 hours after admission or registration.
- Office Note within 30 days of admission. More than 30 days before current admission may NOT be used.
 - If an Office Note is used, an H&P Update is required on the day of admission and prior to a procedure requiring anesthesia services.
 - H&P Updates are done as History and Physical note type and must include that the H&P was reviewed, and patient was examined for any changes. If there are changes, they must be included in the H&P Update.

Operative/Procedure Note Type

- Must be completed immediately after a procedure.
 - If it is not immediately completed, an Immediate Post-Operative Progress Note can be completed and the Procedure note needs to be completed within 24hrs.

Discharge Summary / Final Diagnosis Note Type

- A full discharge summary must be done for any stay greater than 2 days, deaths, or patients with complications.
 - Completed within 30 days of discharge, day of discharge is preferred for patient continued care.
- If a patient admission is less than 48hrs a Final Diagnosis can be completed instead of a full discharge summary.
 - It must include the final diagnosis and list of procedures from the admission.

InBasket Done/Decline

“Already Done” and “Decline” functionality is available in the Hospital Chart Completion Folder

- If there is something assigned to you that is either already complete or something you do not feel is yours to complete, you can mark the item as either “Already Done” or “Decline”. This allows you to send this back to the HIM team for review.
- It is strongly encouraged you include information in your Done/Decline explaining the reasoning to assist HIM in understanding the background of your decision and to accurately correct the item.

The screenshot shows the InBasket software interface. The top navigation bar includes options like 'In Basket', 'New Msg', 'New Patient Msg', 'Rgfrsh', 'Edit Pools', 'Prferences', 'Search', 'Manage QuickActions', 'Attach', 'Out', and 'Properties'. The left sidebar has 'My Messages' and 'Hospital Chart Completion' selected. The main content area is titled '> Hospital Chart Completion' and shows a table of tasks. The table has columns for 'Due Date', 'Patient', 'Deficiency', and 'Status'. Two tasks are listed: one for 'Cath' with a status of 'E-Signature Needed' and another for 'Incomplete Note' with a status of 'Note Pending'. The right sidebar shows details for the selected task, including the patient's name, account number, and a button for 'Cath'.



Physician Completion and Letters

- Physicians are required to complete their medical records within 30 days of the patient's discharge.
 - Physicians will receive YELLOW LETTER when records are over 20 days, indicating a cautionary reminder that records are getting close to the 30-day incomplete status.
 - Physicians will receive RED LETTER indicating records are at or over the 30-day and admitting privileges may be suspended.
 - These Red and Yellow Letters show in the InBasket under a Physician Letters InBasket Folder
 - Physicians may receive additional requests for completion of records by email or phone if the record is needed for a request for records or if it is holding up the billing for the account.

Our goal is to ensure that the medical record is complete as soon as possible to allow for continuity of patient care. Ensuring documentation is complete allows us to make the documents available for other providers when needed. It also assists with coding and billing. If at any time there is anything we can assist with please do not hesitate to ask.

Navigation of Scanned Records

Scanned records for a patient can be found in different areas of Epic depending on what you are looking for.

Media Tab

- This tab contains records scanned to an encounter within Epic.
- For hospital accounts:
 - The Partial Medical Record (PMR) would be your main scan and include the main pieces of the paper chart though there is minimal information remaining in paper.
 - Other History and Physical would be the Office note being used as the H&P for the encounter
 - Anesthesia Record would be the actual Anesthesia record if the location still completes this on paper
 - Outside Records would be any records from outside facilities that were received in connection with the encounter.
- Clinic encounters:
 - Documents that correlate with an appointment or EPIC encounter
 - Forms (FMLA, Disability, Medication Prior Auth, Med Necessity, etc)



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Date/Time	Document Type	Description	File Attached to	Status Import Date
2 Years Ago				
12/14/2018	Patient Entered Flowsheet	TEST SACV2	12/14/2018 Off Premise with Schne...	12/14/2018 12:17
12/13/2018 00:00	Outside Lab	TEST	12/13/2018 POC PROTIME [158473]	12/14/2018 12:10
12/12/2018	Outside Records	TESTING	12/12/2018 Off Premise with Bingol...	12/12/2018 15:07
3 Years Ago				
08/08/2016	Health History Form	TESTING HIM	08/08/2016 Office Visit with Kerns...	12/12/2018 14:34

Off Premise Tab

- This tab contains records from outside facilities and are labelled to include the location it was received from and a description of the records.

Date/Time	Document Type	Description	File Attached to	Status Import Date
2 Years Ago				
12/14/2018	Patient Entered Flowsheet	TEST SACV2	12/14/2018 Off Premise with Schne...	12/14/2018 12:17
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12/12/2018	Outside Records	TESTING	12/12/2018 Off Premise with Bingol...	12/12/2018 15:07
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Archival Tab- Call out this is where they will find records date TBD

- This tab includes a link to the Clearsense program that houses older Aspirus records that were not created in Epic but in an alternate system. Currently Aspirus Riverview Meditech documentation is live in this tab and Divine Savior's current HER information will transition here as well.

The screenshot shows the Clearsense LEGACY interface. At the top, a navigation bar includes tabs for Snapshot, Chart Review, Review Worksheets, Results Review, Allergies, History, Problem List, Demographics, Letters, Identity Manager, **Archival**, Growth Chart, FYI, Graphs, and Imaging Viewer. A blue arrow points to the 'Archival' tab. Below the navigation bar, the 'Clearsense' header is visible. On the left, a 'REPORT EXPLORER' sidebar shows a tree view of report types: Meditech (Assessments / Care Plan (2), Cardiology (1), Imaging (4), Orders (15), Partial Medical Record (8)), Demographics (6), and Other (2). The main area displays 'Patient Lookup / Patient Search Results / Encounters'. It includes a search bar with 'March 29, 1999 - C' and '2018 -', a 'Bundle & View Selected' button, and a 'Keyword Search' button. Below this is a table of encounters with columns: Select All, Service Date, Attending, Facility, Location, Account Number, Visit Reason, Source System, and Reports. A blue arrow points to the 'March 29, 1999 - C' search bar.

Select All	Service Date	Attending	Facility	Location	Account Number	Visit Reason	Source System	Reports
<input checked="" type="checkbox"/>	01/08/2015	Ho MD, Thomas A	Riverview	Aspirus Riverview Hospital	1992926		Meditech	Orders, CT Scan, Demographics, Nuclear Medicine, Plan of care, Progress Note, Radiology Report, Other



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Lab Abstraction

To help improve continuity of care for our patients and provide a more comprehensive data set to our clinical care teams, staff in the HIM department is collection and entering certain external lab results that are received in paper format. Staff are entering these results into Epic as a discrete lab value. These outside lab results will then be able to be viewed on the Lab Tab of Chart Review within Epic allowing providers/clinicians the ability to view, trend and better utilize this data to make better patient care decisions.

Chart Review

Encounter **Lab** Imaging Cardiology Procedures Other Meds Episodes Blood Letters Notes/Trans

Results Review Preview Refresh (9:10 AM) Select All Deselect All Review Selected Side-by-Side Lab Flowsheet

Filters Hide Cancelled/POC

Medications and orders also exist in active treatment plans: [UP MISCELLANEOUS \(THERAPY PLAN\)](#)

To save time not all records have been loaded and sorted. [Load All Records Now](#) [Hide](#)

Date/Time	Test	Status	Encounter Type	Enc
Recent				
02/17/2021 08:41	COVID (SARS-COV-2) BY PCR	Active - Future	Telephone	WC
02/10/2021 03:29	CBC WITH DIFFERENTIAL	Discontinued	Chart Note/Orders	ADC
02/10/2021	ALT - EXTERNAL	Completed - Final r...	Abstract	HIM
02/10/2021	ALKALINE PHOSPHATASE - EXTERNAL	Completed - Final r...	Abstract	HIM
02/10/2021	ALBUMIN - EXTERNAL	Completed - Edite...	Abstract	HIM
02/10/2021	SCANNED OUTSIDE PATHOLOGY	Completed - Final r...	Outside Orders	IT
01/26/2021 14:41	SCANNED OUTSIDE LAB	Completed - Edite...	Abstract	HIM
01/14/2021	CREATININE - EXTERNAL	Completed - Final r...	Abstract	HIM
01/14/2021	GENERIC LAB - EXTERNAL	Completed - Final r...	Abstract	HIM
12/22/2020	ALBUMIN - EXTERNAL	Completed - Final r...	Abstract	HIM
12/22/2020	ALKALINE PHOSPHATASE - EXTERNAL	Completed - Edite...	Abstract	HIM
11/17/2020 08:22	COVID (SARS-COV-2) BY PCR	Discontinued	Telephone	WC

Date/Time	Test	Status	Encounter Type	Enc
Recent				
02/17/2021 08:41	COVID (SARS-COV-2) BY PCR	Active - Future	Telephone	WC
02/10/2021 03:29	CBC WITH DIFFERENTIAL	Discontinued	Chart Note/Orders	ADC
02/10/2021	ALT - EXTERNAL	Completed - Final r...	Abstract	HIM
02/10/2021	ALKALINE PHOSPHATASE - EXTERNAL	Completed - Final r...	Abstract	HIM
02/10/2021	ALBUMIN - EXTERNAL	Completed - Edite...	Abstract	HIM
02/10/2021	SCANNED OUTSIDE PATHOLOGY	Completed - Final r...	Outside Orders	IT
01/26/2021 14:41	SCANNED OUTSIDE LAB	Completed - Edite...	Abstract	HIM
01/14/2021	CREATININE - EXTERNAL	Completed - Final r...	Abstract	HIM
01/14/2021	GENERIC LAB - EXTERNAL	Completed - Final r...	Abstract	HIM

Component: Albumin g/dL

Ref Range & Units: 2 wk ago (2/10/21) 1, 2 mo ago (12/22/20) 1, 11 yr ago (8/10/09) 4.2, 11 yr ago (6/30/09) 5.4

Resulting Agency: EXTERNAL LAB, EXTERNAL LAB, CARDIOVASCULAR ASSOC OF NORTHERN WI, CARDIOVASCULAR ASSOCIATES

Specimen Collected: 02/10/21, Last Resulted: 02/15/21 09:48

Lab Flowsheet, Order Details, View Encounter, Lab and Collection Details, Routing, Result Histor

Reference range differs from displayed range

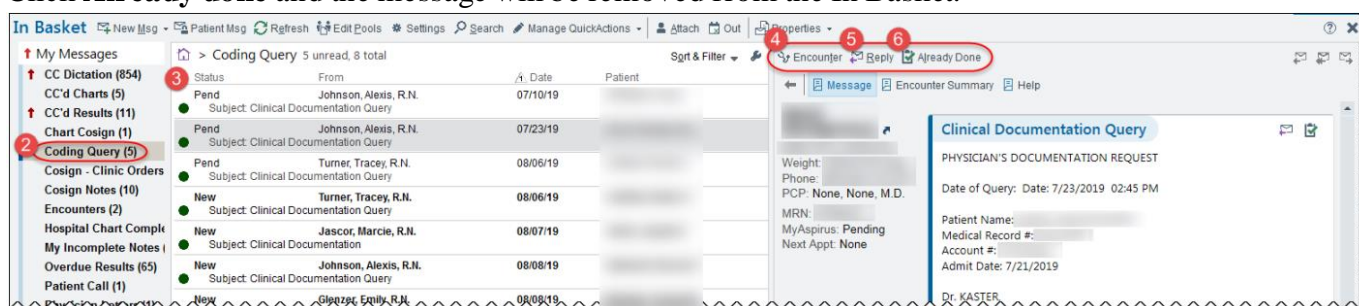
Scans on Order 151538245

Outside Labs - Scan on 2/15/2021 09:49 by Grabko, Krystle: TEST

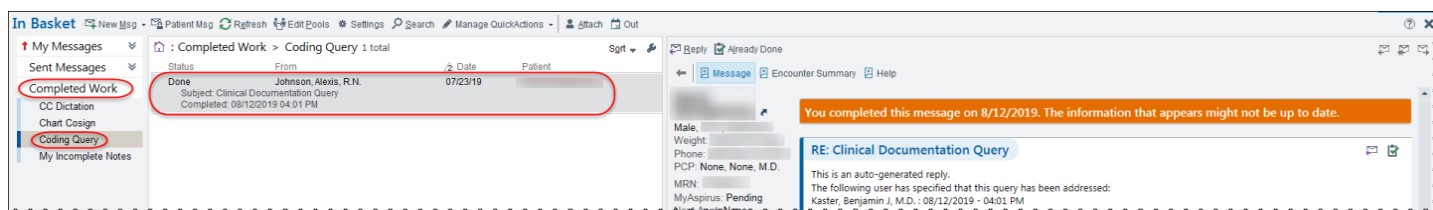


CDI Query Completion

- 1) Access the In Basket
- 2) Click **Coding Query** folder to access a query sent by CDI Specialist.
- 3) Select Message/ query to review.
- 4) Click **Encounter** which will take you the summary page. Click **notes** activity to access your note and update or clarify your documentation. *** Please note, queries must be resolved within 24-48 hours to ensure accounts are not held up for final billing.*
- 5) Reply to respond directly to the CDIS to ask questions or to let them know documentation has been updated. *** This is not part of the permanent medical record. Updates need to be made within the notes to be coded.*
- 6) Click **Already done** and the message will be removed from the In Basket.





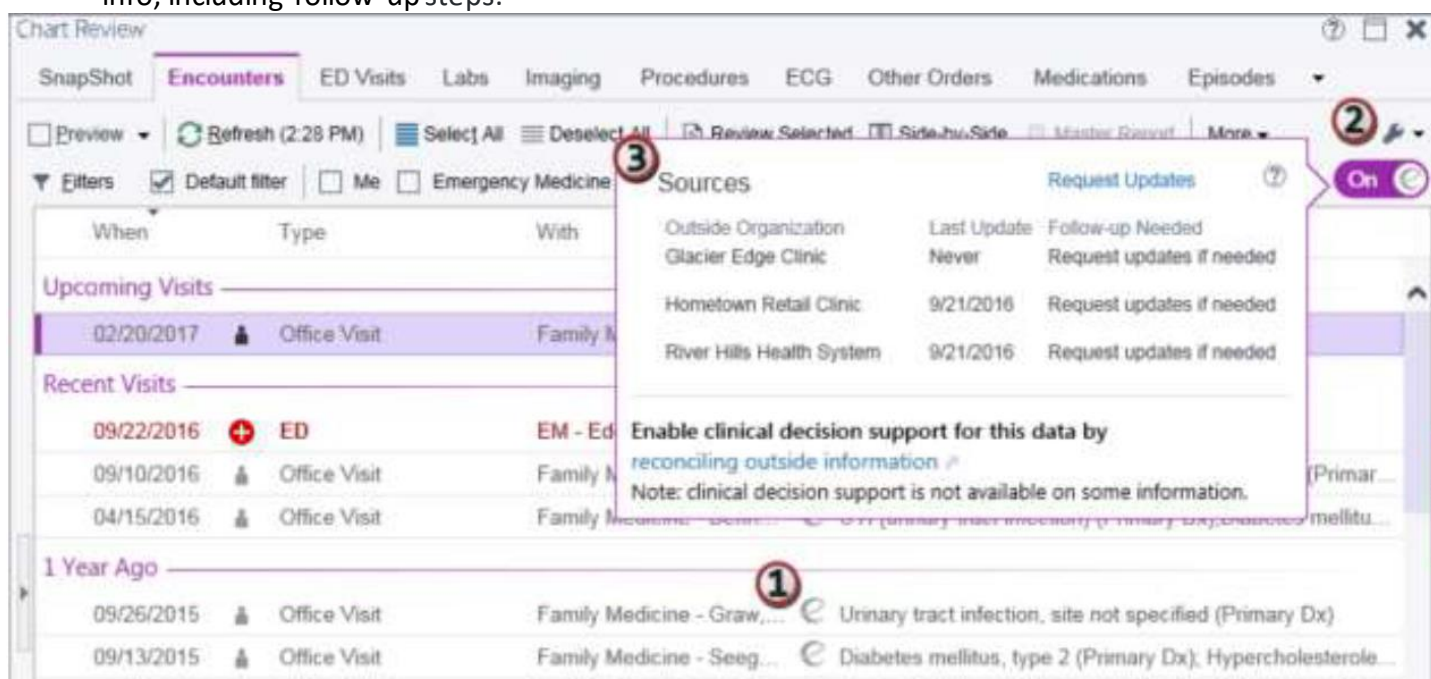
- 7) When you mark the Message is already done, it can be found under “completed work” section in the In Basket.







Care Everywhere

1. Review the encounters in the list. When an encounter comes from a different organization, it is indicated by the  icon.
2. To see only info from your organization, click the  On/Off switch at the top right of the report. If the switch is disabled, the patient doesn't have encounters from outside sources. Hover over the switch to see a list of organizations that have info for the patient and whether that info has been updated recently at your organization. Click Request updates to request the most recent info from outside sources.
3. You'll see an exclamation point on the switch if there's an issue with an outside source, like authorization needing to be collected or a communication problem. Hover over the switch for more info, including follow-up steps.



Outside Organization	Last Update	Follow-up Needed
Glacier Edge Clinic	Never	Request updates if needed
Hometown Retail Clinic	9/21/2016	Request updates if needed
River Hills Health System	9/21/2016	Request updates if needed

Enable clinical decision support for this data by reconciling outside information
Note: clinical decision support is not available on some information.

4. Select an encounter to view it in the preview pane. Click  to request the latest version of it. You might request an update, for example, if you are waiting on lab results.
5. An encounter summary can have related documents or attachments, like letters. A  icon appears next to the encounter when these documents are available in the encounter summary under the Additional Documents heading.