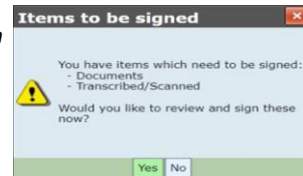


Electronic Incomplete Record Notification Process – Meditech Expense

This guide outlines how the Meditech **Msg/Task** function in **Physician Care Manager** can be used to:

- a) identify and complete individual chart deficiencies, and
- b) electronically receive your weekly **Notice of Incomplete Health Records Letter**.

If you have orders, pDOC or transcription documents that need your attention, you will get this pop-up on the initial log in to Meditech. This is not related to Health Record chart deficiencies. If you click Yes, you will be directed to your sign queue where you can use your PIN to electronically sign. If you click No, you will continue to see this popup each time you log in.



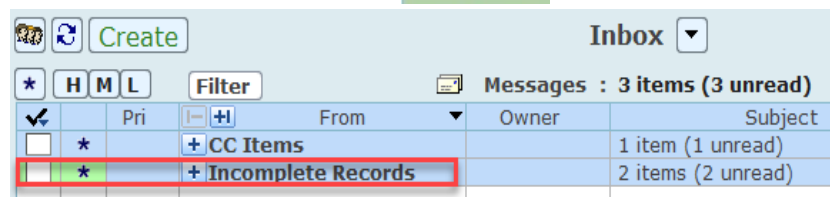
To view chart deficiencies in Meditech:

To launch, click **Physician Care Manager**

1. Check the top right corner for **Msg/Task**. Click on **Msg/Task** to open.



2. Your Inbox will have categories. Individual deficiencies are listed in the **Incomplete Records** category to notify you of missing or incomplete reports. Expand **Incomplete Records** by clicking the **+** beside it.



3. Once expanded, click on any row/message to view. ***Note that you are already in the patient's chart once you open the message.**

Document Required	Available	Days Inc	Days Del	Manual
Missing Operative Report	20/11/20	24	10	Manual

4. You have two options to remedy/remove this message:

Option 1: If you use PDoc, document and sign your report directly in Meditech.

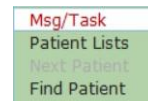
In the right margin click **Document** then **New** to create and sign the required report.

Option 2: Call in to Transcription Services to record a dictation for the report.

Repeat these steps for any reports you need to complete. Once Health Records staff have completed processing your filed report(s), the incomplete records message will be automatically removed.

To read your weekly Notice of Incomplete Health Records Letter in Meditech:

1. Click on **Msg/Task** to open. An unread incomplete letter turns **Msg/Task** red.



2. Weekly notification letters are posted in the **Letters** category to notify you of outstanding incomplete health records. Expand **Letters** by clicking the **+** beside it.



3. Once expanded, click on any row/message to view your letter.

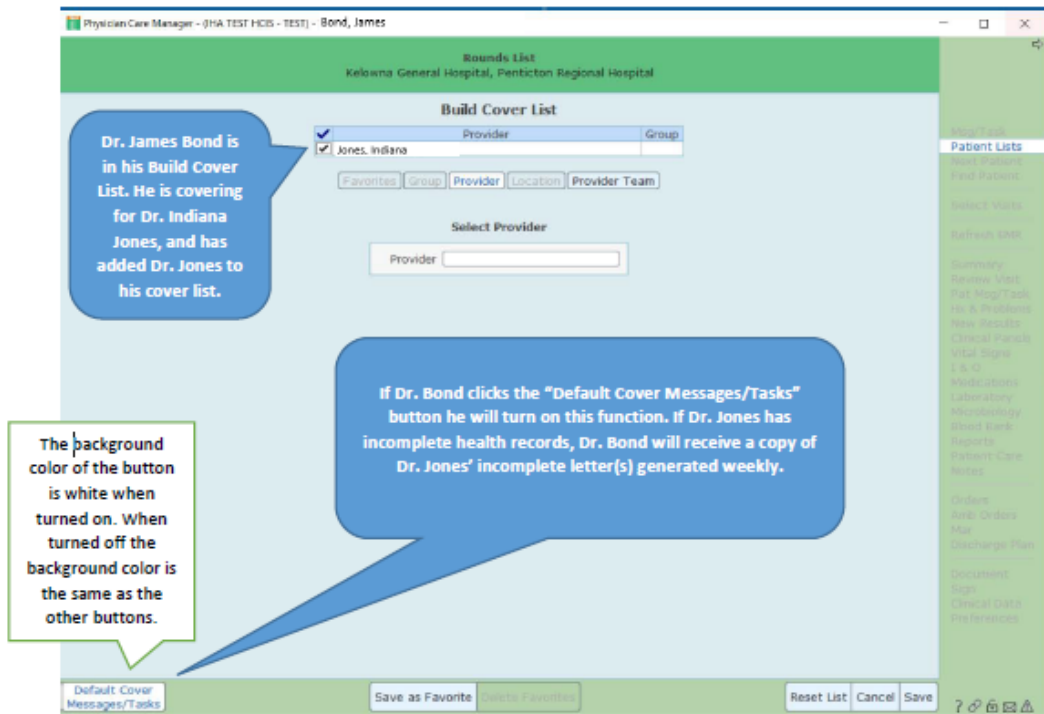
*** Note that this is view only. To enter the patient's chart you must go in the Incomplete Records category reviewed in section a).**

When you are done viewing/completing documentation please **Delete** or **Mark Unread** accordingly. Letters you have read will not be deleted automatically once a deficiency is completed.

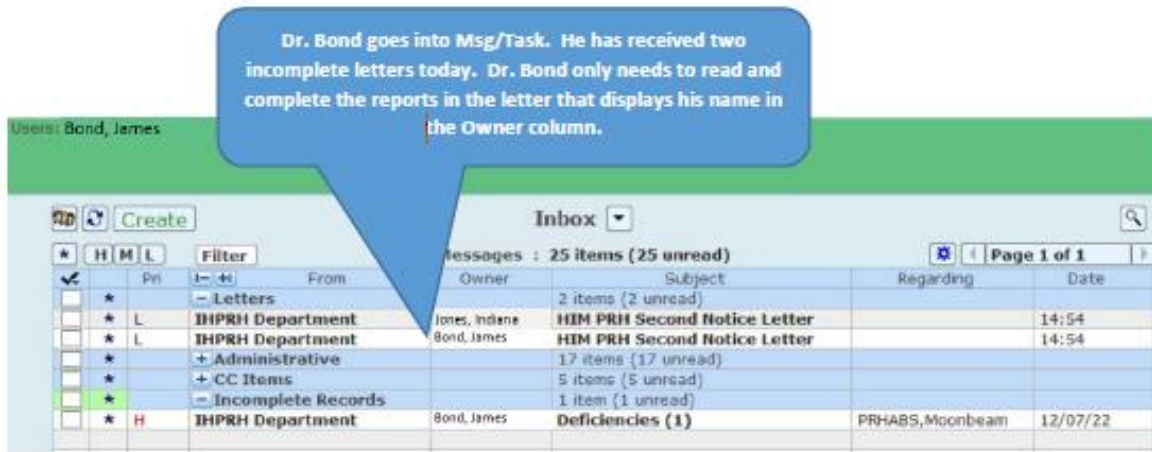
Build Cover Function:

The Build Cover function¹ in Meditech does link with the incomplete letter generated electronically each week. You may receive a copy of incomplete letters for medical staff you are covering for.

If you enter physician(s) in Build Cover, you can toggle on and off your ability to receive their electronic messages. This is done by clicking the Default Cover Messages/Tasks button. If you click the Default Cover Messages/Tasks button you will turn it on, and receive an electronic copy of the incomplete health records letter in Msg/Task for the medical staff member that you have Built Cover for, in addition to your own. You will not receive their electronic incomplete deficiency notices for each individual patient. Please note that by default, the Default Cover Messages/Tasks button remains off.



When viewing your incomplete letters using Msg/Task, please note that they are labelled so you can identify letters directed to you versus directed to another medical staff member on your Build Cover List.



For any questions, please contact the Health Records Team at your site.

Do not use Meditech Msg/Task to communicate with Health Records.

¹ Physicians use Build Cover to build inpatient coverage lists. This functionality will update both the Rounds List and the information going to Messages in PCM Msg/Task. There are instructions available at:

- [reference-guide-physician-care-manager-pcm-build-cover.pdf\(interiorhealth.ca\)](https://reference-guide-physician-care-manager-pcm-build-cover.pdf(interiorhealth.ca))
- <http://insidenet.interiorhealth.ca/technology/meditech/Documents/Build%20Cover%20in%20PCM.pdf>