Physician Deficiency Reference

**Physician Support** 575-0090 (Password/PIN resets, access issues)

**PACS Help Desk** 575-0660 (Radiology PACS issues)

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Client Support Services 1-800-265-8422, Options 2, 4
Deficiencies are completed under the **Incomplete** tab. The total number of deficiencies is displayed.

**Process All** will display each deficiency one at a time automatically.

The **Options** menu allows the user to change the PIN.

There are three Deficiency Types:
- **Signature**
- **Dictation**
- **Missing Text**

Only one category is viewed at a time. The user may click on the types to complete the deficiencies in that category.

**User Hints and Tips:**
- The number on the **Incomplete** tab displays the total number of deficiencies.
- **Process All** will automatically cycle through deficiencies as you complete them.
- Use the **Process** button to complete specific deficiencies that are checked.
- Remember to complete the deficiencies in each of the three category types.
Changing Your PIN

This is the **Options** menu. New users (and those who have had their PIN reset) must change the default PIN of **1234**. The new PIN may be from 4 - 6 alphanumeric characters.

Upon clicking the **Incomplete** tab, the HIM standard is to display the **Signature** deficiency category first.

Remember to click **Save** after making changes.

**User Hints and Tips:**
- The PIN confirms your identity and enables your electronic signature.
- The PIN is entered only once per session (**not** per deficiency).
- If you forget your **PIN** or need it reset, please call Physician Support at **575-0090**.
- The default **PIN** for new users (and reset PINs) is **1234**.
Countdown Message

When approaching **20 minutes** while working under the Incomplete tab, a **Countdown Message** will display. Click the **Continue** button to extend your session.

Remember to **Logout** when exiting hCare Portal. Do not “X” out.

**User Hints and Tips:**
- hCare is designed to automatically log the physician off after **20 minutes** of system inactivity.
- This is a **security mechanism** in case the physician forgets to log off correctly.
- Currently, hCare doesn’t recognize keyboard/mouse activity once the physician has clicked on the Incompletes tab to complete deficiencies.
- A **countdown message** will appear alerting the physician when their session is expiring.
- Click on **Continue** to extend the session.
- **Logout** to exit. Clicking the “X” may render deficiencies inaccessible.
Selecting a Deficiency

**Step 1:** Click the Incomplete tab to display deficiency listing

**Step 2:** Select a Deficiency type (default is signature)

**Step 3:** Click the Process All button

**Step 3 (Alternative):** To complete specific deficiencies, check the corresponding boxes, then click the Process button.

**Step 4:** Enter your PIN when prompted (only once per session)

**User Hints and Tips:**
- Clicking a hyperlink to select a deficiency is not recommended as some editing functionality may not work.
- **Process All** will automatically display each deficiency as you complete them.
- There is no auto-sign feature. Users must verify and approve each deficiency.
Completing a Signature Deficiency For a Physician Order

**E-Sign Deficiency**
**Skip Deficiency**
**Decline Deficiency**
**Exit**: returns the user back to the deficiency listing without e-signing the current deficiency

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**Step 1**: Must be on the Deficiency tab
**Step 2**: Verify the physician order (or transcribed dictation).
**Step 3**: Click the e-signature button.

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**User Hints and Tips:**
- Active buttons are colored, and inactive buttons are grayed out.
- Hovering the cursor over a button will display its function.
- If **Process All** was selected, the next deficiency will automatically display for verification after the current one is e-signed (or skipped or declined).
- On a scanned physician order form, the yellow box is simply a place holder for the e-signature.
Editing and Completing a Signature Deficiency for a Transcribed Report

**Step 1:** Must be on the Deficiency tab to make edits.

**Step 2:** Verify the accuracy and completeness of the report. Fill in any blanks. Edit as necessary.

**Step 3:** View each page as denoted by the red checkmark.

**Step 4:** After each page is checked, the e-signature button becomes active.

**User Hints and Tips:**
- The keyboard **Page Up** and **Page Down** buttons scroll through the report.
- Editing is available only under the Deficiency tab (Documents tab is read-only).
- To make edits, click to place the cursor and type the edit.
- There are no flags for edits or missing information. Proofread before e-signing.
- Note any incomplete sections requiring attention (i.e. ROS, Specimen Removed)
- Be aware of the Countdown Message while working under the Incompletes tab.
Completing a Dictation Deficiency

A Dictation Deficiency is a **notification** that a dictation needs to be done.

**Step 1:** Dictate as normal over the phone.

**Step 2:** Confirm that the dictation was completed by the e-Signature button.

The HIM analyst may indicate what is needed. The required report is indicated.

**User Hints and Tips:**
- The dictation confirmation number is not entered and is for personal reference.
- Ensure you are under the Deficiency tab when e-Signing the deficiency.
- The e-Signature button confirms the dictation has been completed.
- After the transcription is completed, the report will appear under the **Signature Deficiency** category for proof-reading/editing/final signature.
Dictation Deficiency – Viewing the Chart

A Dictation Deficiency is a notification that a dictation needs to be done. The scanned chart may be viewed in preparation for the dictation.

**Step 1**: Documents tab

**Step 2**: Clinical view

**User Hints and Tips:**
- The scanned chart may be viewed with any deficiency under the Documents tab.
- The scanned chart under the Documents tab is read-only and cannot be edited.
- Remember to return to the Deficiency tab to e-Sign the completed action.
- The keyboard Page Up and Page Down keys scroll through the chart.
- The completed chart is available 24 hours after discharge date.
- Be aware of the Countdown Message while working under the Incompletes tab.
Completing a Missing Text Deficiency

**Step 1:** See Reason for what is missing.
**Step 2:** Type the missing text in the yellow text box.
**Step 3:** Click the e-Signature button to submit the text entry.

The HIM analyst will indicate what is needed. The HIM analyst has created a text box where the missing text is entered.

**User Hints and Tips:**
- The yellow text box is an approximation by the analyst of the space needed.
- The text box size is limited by the amount of blank space on the scanned form.
- If a bigger text box is needed, decline the deficiency and request a bigger box.
Decline Deficiency

**Step 1:** Click the Decline Deficiency button.

**Step 2:** Select a reason then click OK.

**User Hints and Tips:**
- A deficiency is usually declined because it belongs to another physician.
- Scroll through and select one of the **Standard Reasons**.
- Enter an **Other Reason** to provide more information beyond a **Standard Reason**.
- The **Other Reason** field can accept 255 characters including spaces.
- An HIM analyst will reassign the deficiency based on the information at hand.
- When completing a dictation, use the e-Signature button to notify the system, not the Decline Deficiency button.
- HIM analysts assign deficiencies. **Decline Deficiency** is a communication back to the HIM analyst.
Troubleshooting Tips

• **DO** click **Logout** to exit hCare Portal.

• **DO NOT** log out by clicking the “X” in the corner of the screen as this may cause deficiencies to become inaccessible.

• **DO** click the **Process All** button to automatically cycle through each deficiency without having to manually select the next one.

• **DO NOT** select deficiencies by clicking the blue hyperlinks as some functionality may not be available, and your session will be longer.

• **DO** dictate a report as normal over the phone. Then eSign the dictation deficiency.

• **DO NOT** eSign a Dictation Deficiency prior to dictating a report.

• **DO** check the transcription for any blanks and necessary edits prior to eSigning.

• **DO NOT** eSign a transcribed report without proofreading it.

• **Please contact your facility HIM Director for any deficiency issues:**
  - A red “X” next to a deficiency, and it cannot be selected.
  - Viewer Error – “Your edits cannot be saved because there is a problem writing to the disk.”
  - Viewer Error – “Your changes could not be saved because another user updated the settings after you selected to make changes.”
  - Deficiency Processing Error – “This deficiency cannot be processed.”
Notes

• For password/PIN resets and access issues, call Physician Support at 575-0090.

• Facility HIM operating hours are Mon-Fri, 6am-6pm.

• The MHS standard is that physicians review deficiencies individually for completeness prior to e-Signing.

• The complete chart is available for viewing 24 hours after discharge date.

• Old charts are available for viewing in hCare Portal for discharges beginning on each facility’s respective Go-Live date. Old charts prior to Go-Live are in paper format.
  o Methodist/Children’s 9/9/2008
  o Northeast Methodist 10/21/2008
  o Metropolitan Methodist 10/28/2008
  o MSTH 11/4/2008
  o MSOH opened with hCare Portal

• The hCare Portal may be accessed outside the hospital at www.mhsportal.com

• Methodist Healthcare is one of two pilot sites for hCare Portal. Suggestions for improvement are welcome under the Resources tab, Leave Feedback button.