

## 5 – Completing Missing Text Deficiencies

1. Choose Deficiencies tab. On the Completion menu, click **Missing Text** (or Group Worklist).
2. Click **Process All** or select one or more and click **Process**.
3. The **reason** for the missing text will be displayed.

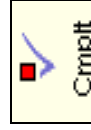
Assigned To: JOHN M PORTAL TEST  
Reason: PLEASE ADD DX

4. Click on the **yellow box** and type in the missing text.

(NOTE: you can only type a maximum of 256 characters.)

THIS IS A SAMPLE OF MISSING TEXT

5. To complete the deficiency click **Complete icon** (or **Skip, Decline, Exit**).



## 6 – Declining Deficiencies

1. From any of the Completion functions, you can use the **Decline** button if the document has been assigned in error.

2. Click the **Decline** button.



3. In the Decline Deficiency popup, **Select a reason for rejecting the deficiency** from the list box (for example, “Not my patient.”), or enter free text.

Decline Deficiency  
Patient Name: BENAVIDES, FABIAN  
Encounter: 0629000601  
Deficiency Status: Incomplete  
Standard Reasons:  
Already completed  
Belongs to Dr.  
Needs correction  
Not my patient  
Other Reason:  
 Decline all deficiencies for this encounter  
OK Cancel  
Java Applet Window

4. Click **OK**. The deficiencies are returned for reanalysis.

## 7 – Editing Dictations

1. Electronic Dictations (*transcribed via the hospital dictation system*) can be edited by you before you sign them in the signature module. **Click within the document and type or delete the incorrect text.**

This was suctioned and the patient was intubated with ease using a size 8 endotracheal tube. The tube balloon was inflated and positioned. The endotracheal tube was c- checked by auscultation upon which bilateral breath sounds were heard. CO2 testing was done which revealed a positive carbon

**For example, use editing to fill in dictation report blanks.**

2. When editing/correction is complete, **click the Sign button to save changes** and complete the deficiency.

# Deficiency Completion via Physician Portal Quick Reference Guide



This Reference Guide has been prepared to help you navigate the basic functions of Deficiency Completion in Health Central Physician Portal.

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To **launch Physician Portal** from designated Health Central computers, double click the icon labeled **Physician Portal**.



Physician Portal

**Access Portal from your home or office**  
Open Internet Explorer type in the URL [www.healthcentral.org](http://www.healthcentral.org)  
Select the 'Physicians' tab then "Take me to Physicians Portal" then "Take me to the Physicians Portal" again

Please report problems with the application to the IT Help Desk at 407-296-1050.

### 1 – Resetting the PIN

1. Choose Deficiencies tab
2. Click the **EDIT** button in the blue module banner

Deficiency Worklist

Deficiency Types	S
Signature	5

3. In the Change PIN Code section, enter your current PIN in the Enter old PIN code field. Enter your new PIN code in the corresponding fields.

Change PIN Code

Enter old PIN code:

Enter new PIN code:

Re-enter new PIN code:

4. Click **Save**

### 2 – Deficiency Tab

Log in to Physician Portal. Click on the Deficiency Tab

Medical Records Deficiencies **Deficiencies** Facesheet

You will see 3 types of Deficiencies you may need to complete.

#### **EDIT** Deficiency Worklist

Deficiency Types	10
Signature	6
Dictation	2
Missing Text	

Deficiency Worklists

- Signature**- signatures that are needed
- Dictation**- dictations that are needed
- Missing Text**- information that is missing from the record that needs to be input by you

### 3 – Completing Signature Deficiencies

1. Choose Deficiencies tab. On the Completion menu, click **Signatures** (or Group Worklist).

Deficiency Types

Signature	5
Dictation	3
Missing Text	1

2. Click **Process All** or select one or more and click **Process**.

Process All

3. On the PIN Entry screen, enter your **PIN** code and click **OK**. *(If the PIN screen box does not display check your pop up blocker).*

**PIN Required**

You must enter your Personal Identification Number in order to process signature and missing text deficiencies.

PIN:

OK Cancel

4. **Review all pages of the document.** *(You will not be able to sign until all pages have been viewed).* When you see the yellow signature box, click the **Sign** button in the toolbar (or **Skip, Decline, Exit**).

Signature of Attending Physician I.D. #

Date

Pin

Group

Sign Skip Decline

NextPg PrevPg

5. **If using Process All** continue through the documents using **Sign, Skip, and Decline** as needed.

### 4 – Completing Dictation Deficiencies

1. Choose Deficiencies tab. On the Completion menu, click **Dictation** (or Group Worklist).

Deficiency Types

Signature	5
Dictation	3
Missing Text	1

You will see the dictation information listed

Dictation Deficiencies For: C... PORTAL TEST Total encounter

Process	Process All	Complete	Decline	Print			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Status	Deficiency Document	Patient	MRN	Encounter	Facility	Discharged	Reason
Pending	CONSULTATIONS	TEST	425401	0713800001	A - HEALTH CENTRAL	05/18/2007	PLEASE
Suspension		<a href="#">REF</a>				01:28 PM	DICTATE

2. Click **Process All** or select one or more and click **Process**.
3. To view the patients' record, click on the **Documents** tab.

Content

Bookmarks Def. Info Patient Encounter Documents

Deficiency

4. **Dictate** the missing documentation.
5. To complete the deficiency click **Complete icon** (or **Skip, Decline, Exit**).



**NOTE:** Completing a missing dictation is a 2-part process:

1. When you finish the missing dictation, you **must** click the **Complete** button to remove the **Missing Dictation** from your list.
2. Once the report is transcribed, it will show up in your list as a **Missing Signature** deficiency. Review and edit the report as necessary and click the **Sign** button when finished. This will save the completed report and remove the signature deficiency