



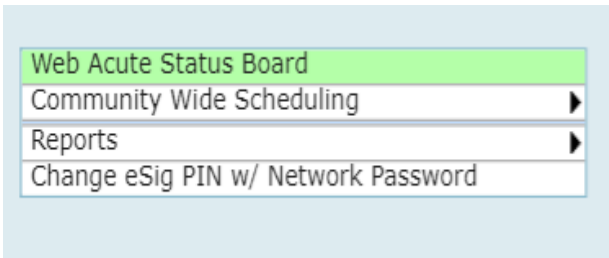
# Interior Health

<b>Health Information Management</b> Health Record Services Provider Guidelines Record Completion Process - Incomplete Record Letter Notification Meditech Web	<b>HIM 0009-02</b>	
	Date:	May 20/21
	Revised:	April 2024
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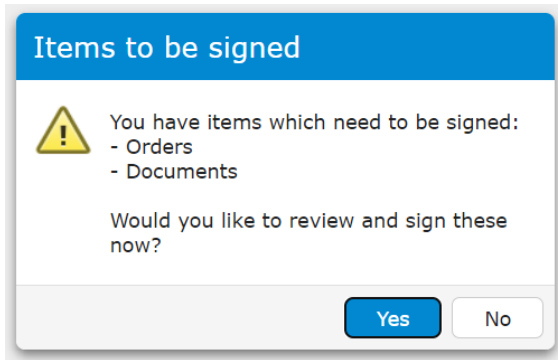
Physician Incomplete Letters are generated and distributed weekly on Tuesday or Wednesday.

The following screen shots illustrate how to view incomplete letters assigned to medical staff using the Web Acute Status Board.

1. If you are not launched in to Web Acute Status Board automatically, you may get the following screen. Select Web Acute Status Board from the main menu.



2. If prompted with items to sign, select No





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3. Access Letters following steps illustrated below:

1. Select Workload

2. Select Letters

There is No Message/Task Selected.

4. To read the contents of the letter, select the letter.

3. Select Notice to open and view

There is No Message/Task Selected.



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5. Scroll to the end of the letter to see the specific record(s) that require completion. Scroll back to the top of the letter to view the action buttons available and shown below. Create the report required. Once the report is completed, return to the letter and select the Complete button. This will remove the letter from the Workload tab.

Provider Letter  
Subject: First Notice Letter  
From: System  
To: Acet.mdex41,Physician

Action menu options: Print, Mark Unread, Compose, Reminder, Edit Subject

Buttons: Complete, Save

4. The letter will appear below and the Provider can select options from Action. When finished, Complete and Save

\*\*\* On 29/02/24 @ 06:00 IHRH Department Wrote To Acet.mdex41,Physician \*\*\*

**CARE ISSUE**  
Incomplete health records are a risk to patient safety, continuity of care, and

Royal Inland Hospital  
INCOMPLETE HEALTH

Return To: Home

Workload (197) | Deficiencies (30) | More...

Showing your items | Edit Coverage

Search Workload

Group | Newest

> Results 3  
> Notes 3  
> Clinical Messages 2 of 18  
v Renewals 1

ACERIHXP,KATHERINE ACE ON...  
rifaximin TAB Renewal  
Order Management  
May 13

> Administrative 193 of 199  
> CC Items 2 of 3

5. Once the Provider selects complete the letter is automatically removed from workload



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## REVISIONS

Implemented By	Revision Date	Approved By	Approval Date	Reason
PPL RIH Health Record Services		Regional Manager, Health Record Services	May 20, 2021	
PPL RIH Health Record Services	June 23, 2021	Regional Manager, Health Record Services	May 20, 2021	Health Record Contact Info
PPL RIH Health Record Services	April 7, 2024	Manager, Health Record Services	April 7, 2024	Regionalize – removed site specific detail

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The **OFFICIAL** version is available on the [Health Record Services Clerical Guidelines page](#)