

Documentation – Respond to Clinical Coding Query document




This Quick Reference Guide will explain how to:

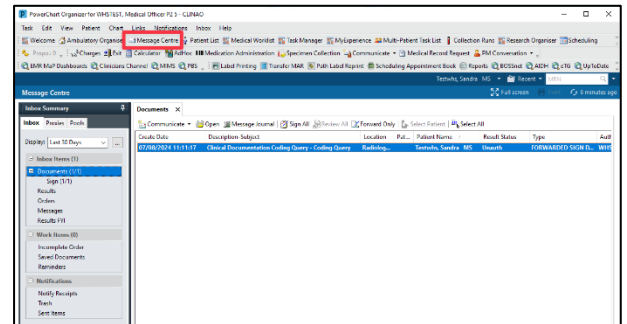
Respond to a Clinical Coding Query request from Health Information Services:

1. **Identify** pending Coding Query document in Message Centre.
2. **Review and respond** to pending Coding Query document

1. Identify pending Coding Query document in Message Centre.

See Page 2 if you prefer to bypass Message Centre.

1. Log into PowerChart.
2. Click  **Message Centre** in the top toolbar.
3. Navigate to **Inbox Items > Documents**.






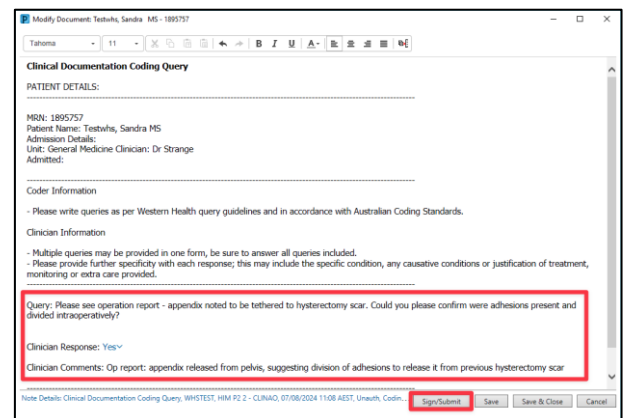
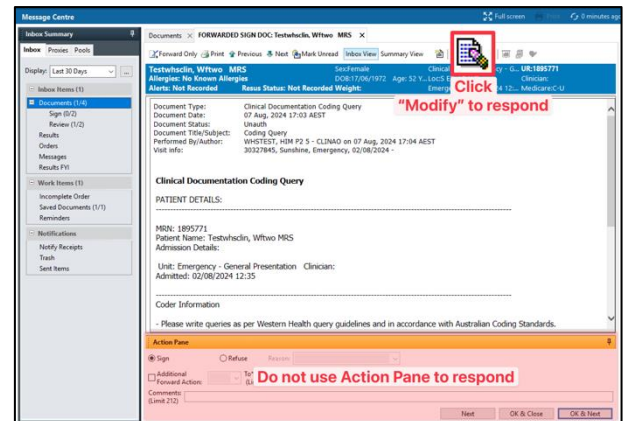
2. Review and respond to pending Coding Query document

1. Double-click on **Clinical Documentation Coding Query – Coding Query** entry.
2. Review the queries from the Health Information Services team.



Important – Do not respond directly within the “Action Pane” in Message Centre.

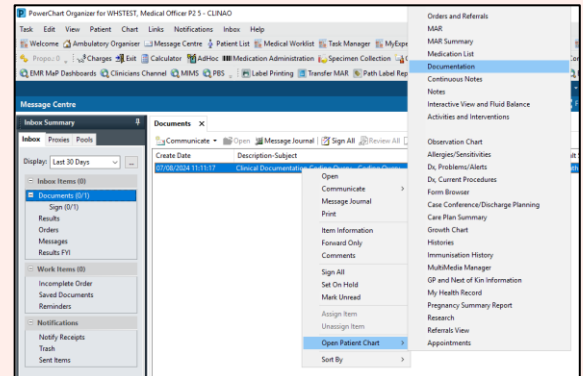
3. Click **Modify**  in the toolbar to open the document to provide your responses.
4. Select your response from the dropdown menu within the document **Clinician Response: _**.
5. Enter any additional comments in the field provided.
6. Continue responding to additional queries in the document.
7. Click .
8. Click .
9. You have completed responding to a Coding Query from the Health Information Services team.





How to navigate to the patient's chart to review clinical notes before responding to the Coding Query?

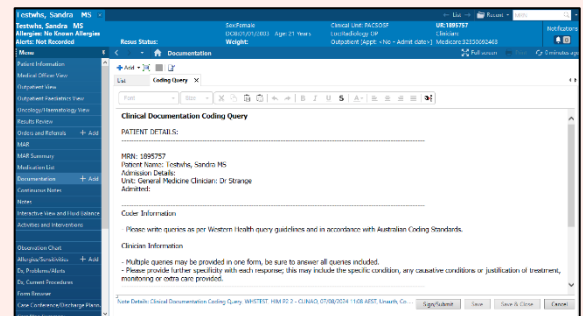
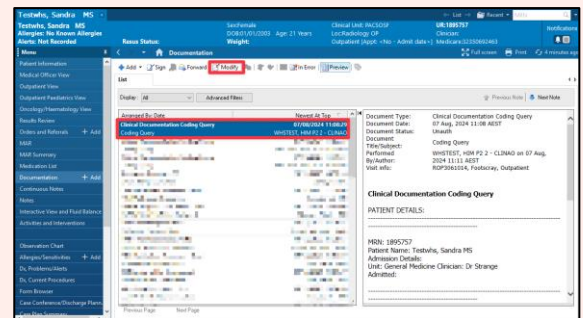
1. Navigate to **Message Centre**.
2. Right-click on the **Coding Query** document.
3. Select **Open Patient Chart > Documentation**.
4. Review clinical notes (e.g. Operation Report, Progress Notes).
5. Return to Message Centre to respond to the queries as outlined above.



Can I respond to a Coding Query *without* using Message Centre?

Yes, you can respond directly in the patient's chart.

1. Search for the patient and open the corresponding encounter.
2. Navigate to **Documentation** from the Table of Contents.
3. Identify the Clinical Documentation Coding Query note.
4. Click **Modify** in the top toolbar.
5. Respond to the queries as outlined above.



What should I do if I am the incorrect recipient for the Coding Query?

If you believe you have been incorrectly identified as the person responsible for responding to a Coding Query, please notify your Coding contact person immediately.

Alternatively, you can contact either the Clinical Coding Services Manager, Scott Grentell (Scott.Grentell@wh.org.au), or the Senior Support Health Information Manager, Thomas Galtieri (Thomas.Galtieri@wh.org.au).