Cottage Health Tip Sheet

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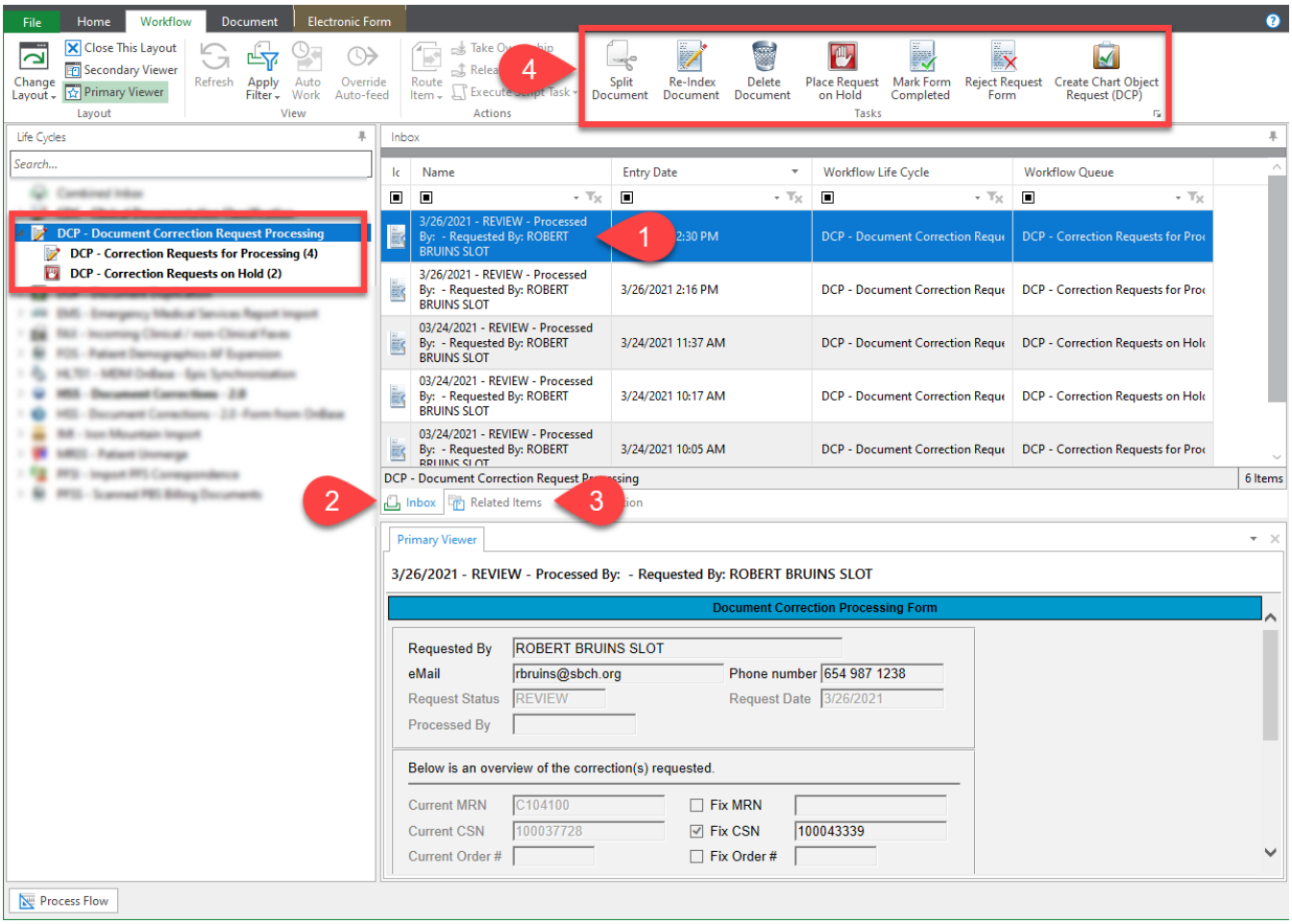
OnBase Document Corrections

Review Submitted Requests

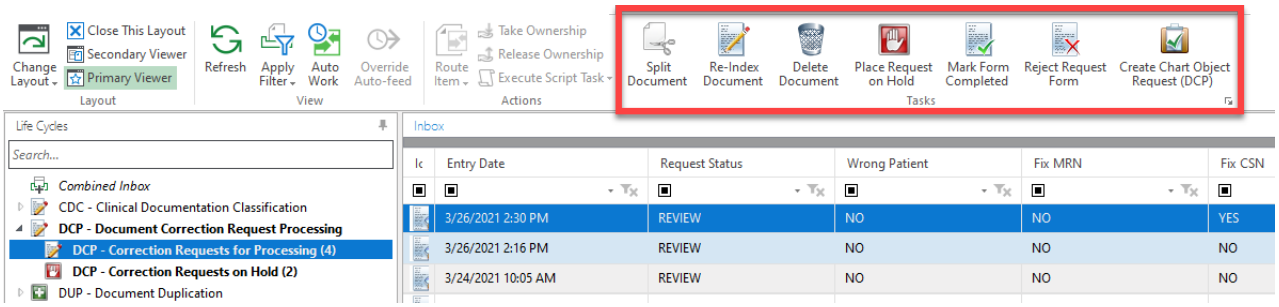
Submitted document correction requests are processed in the **DCP – Document Correction Request Processing** Workflow.

1. Select the Correction Request from the workflow.
2. The Inbox tab will show the form submitted with the request.
3. The Related Items tab will show the document linked to the request.
4. Use the tasks to respond to the request.



Tasks

There are several tasks available for completing correction requests. You **must** use the task buttons in the ribbon to process the requests. Any other methods may result in documents not being processed correctly.

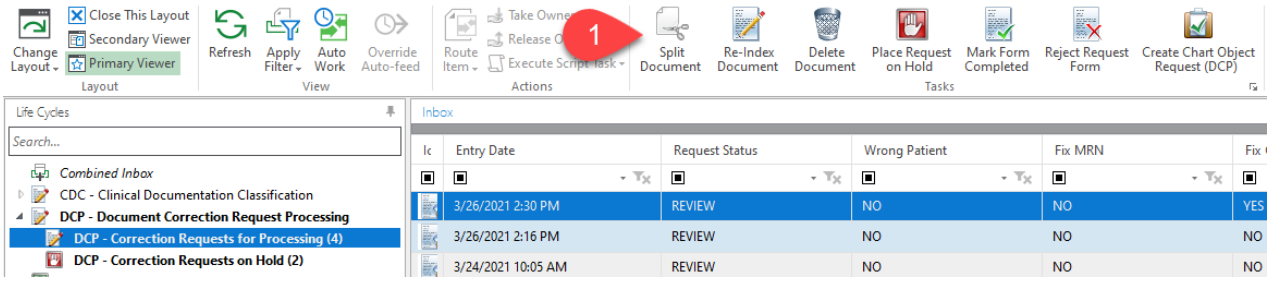


A. **Split Document** – is for documents with multiple pages that need to be split into separate documents.
B. **Re-Index Document** – is for updating the documents keywords and submitting to CottageOne.
C. **Delete Document** – is for deleting the document and removing it from CottageOne.
D. **Place Request on Hold** – is for moving the request to the on hold queue.
E. **Mark Form Completed** – is for marking a request as completed.
F. **Reject Request Form** – is for requests that do not require any changes.
G. **Create Chart Object Request** – is for creating a Chart Object request.

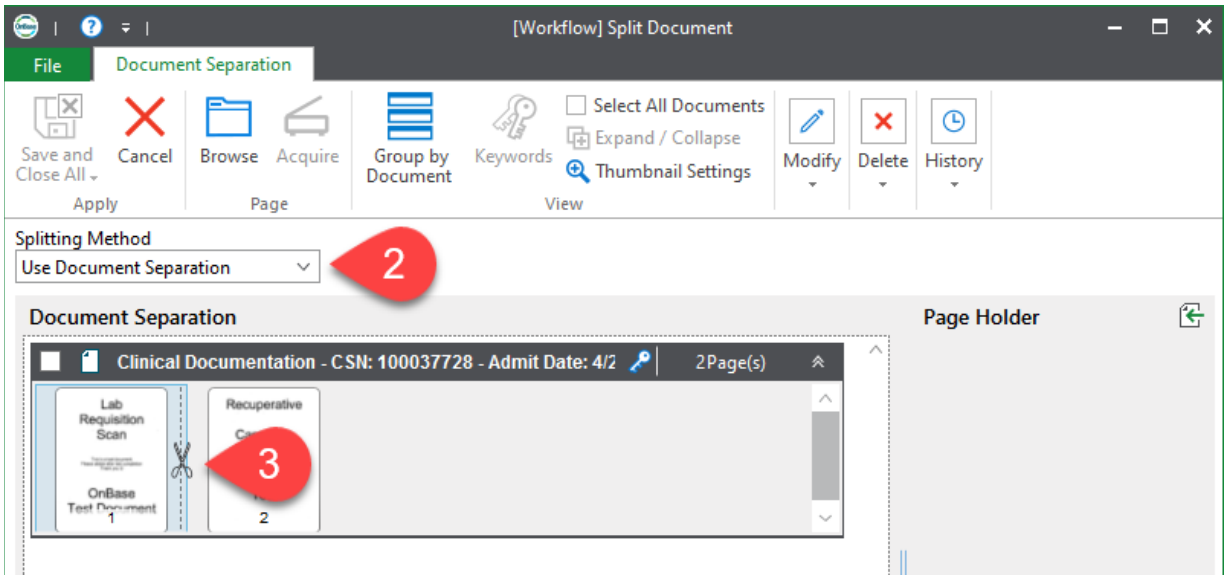
Split Document

If a document with multiple pages needs to be split into separate documents, use the Split Document task.

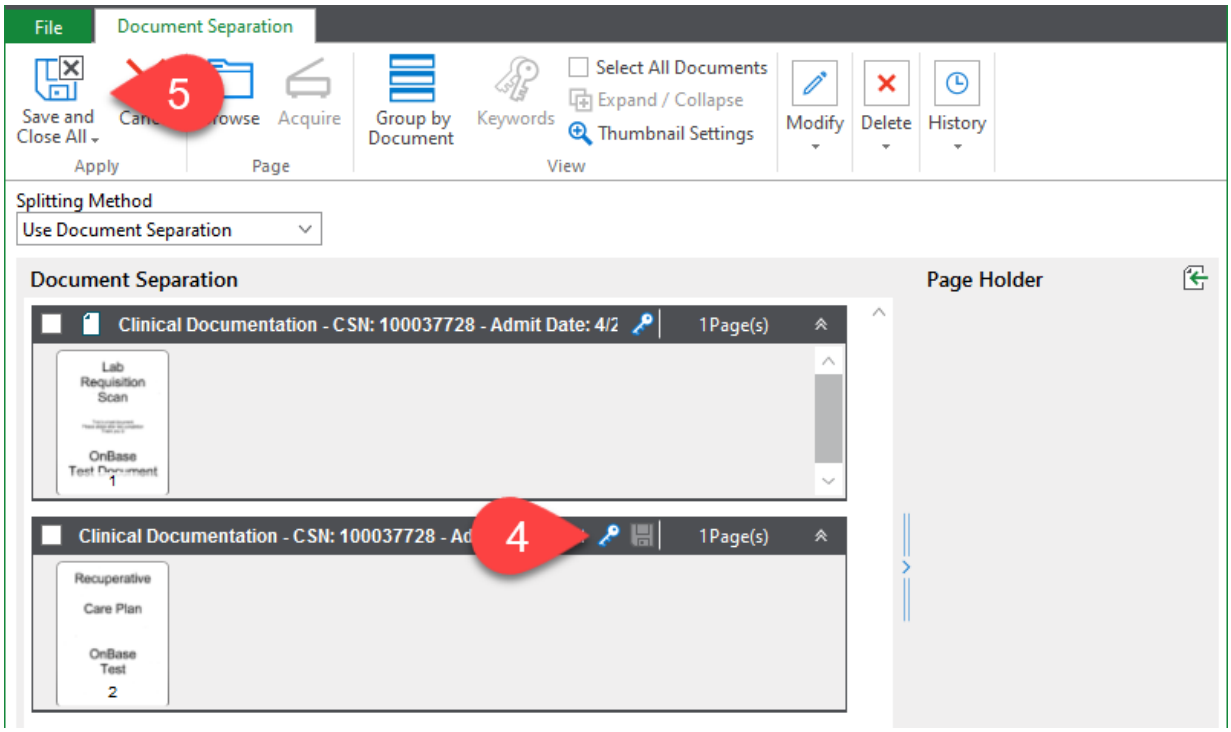
1. Select **Split Document**.



2. Set the Splitting Method to **Use Document Separation**.
3. Click in the space between pages to split at that point.

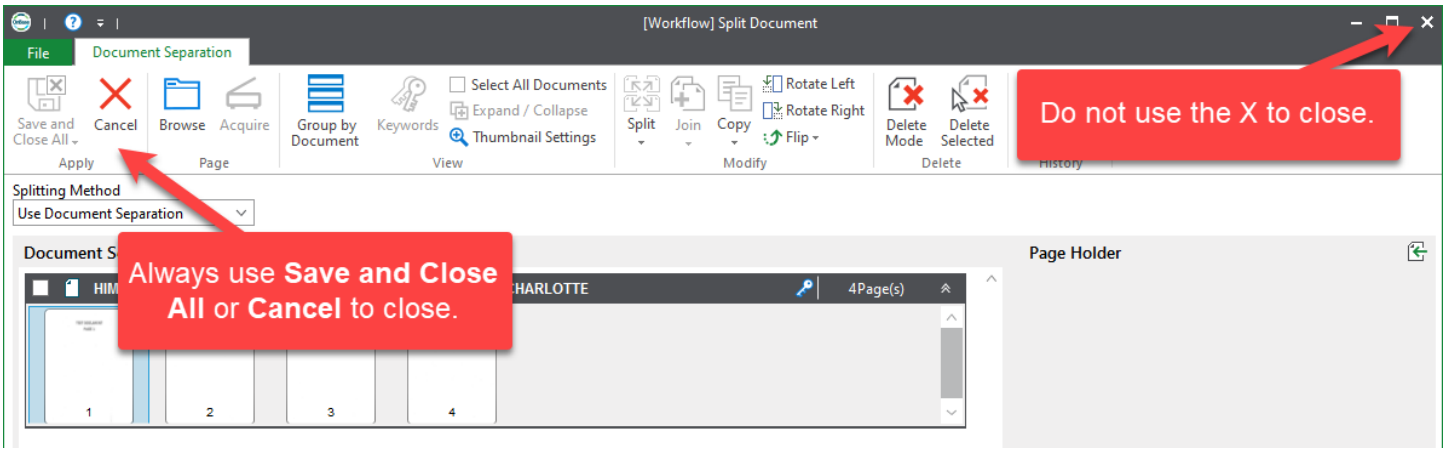


4. Each document is listed as a separate line. Use the Key icon for each document to set the keywords for each document.
5. When finished, select **Save and Close All**.



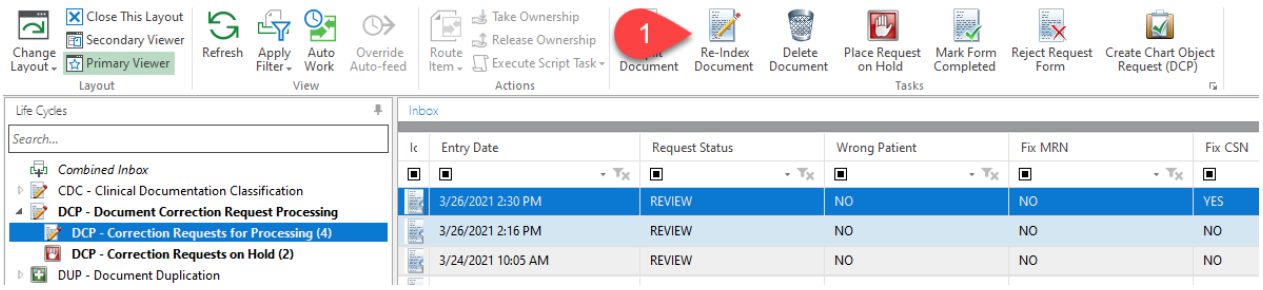
After completing the split, the first document will remain in the workqueue and the rest will be indexed. Use the Re-Index task to index the first document and complete the form.

Caution: Make sure to always Save and Close or Cancel the document separation. If you close the window without saving or canceling, the request form and document will be separated and a new request will need to be entered.



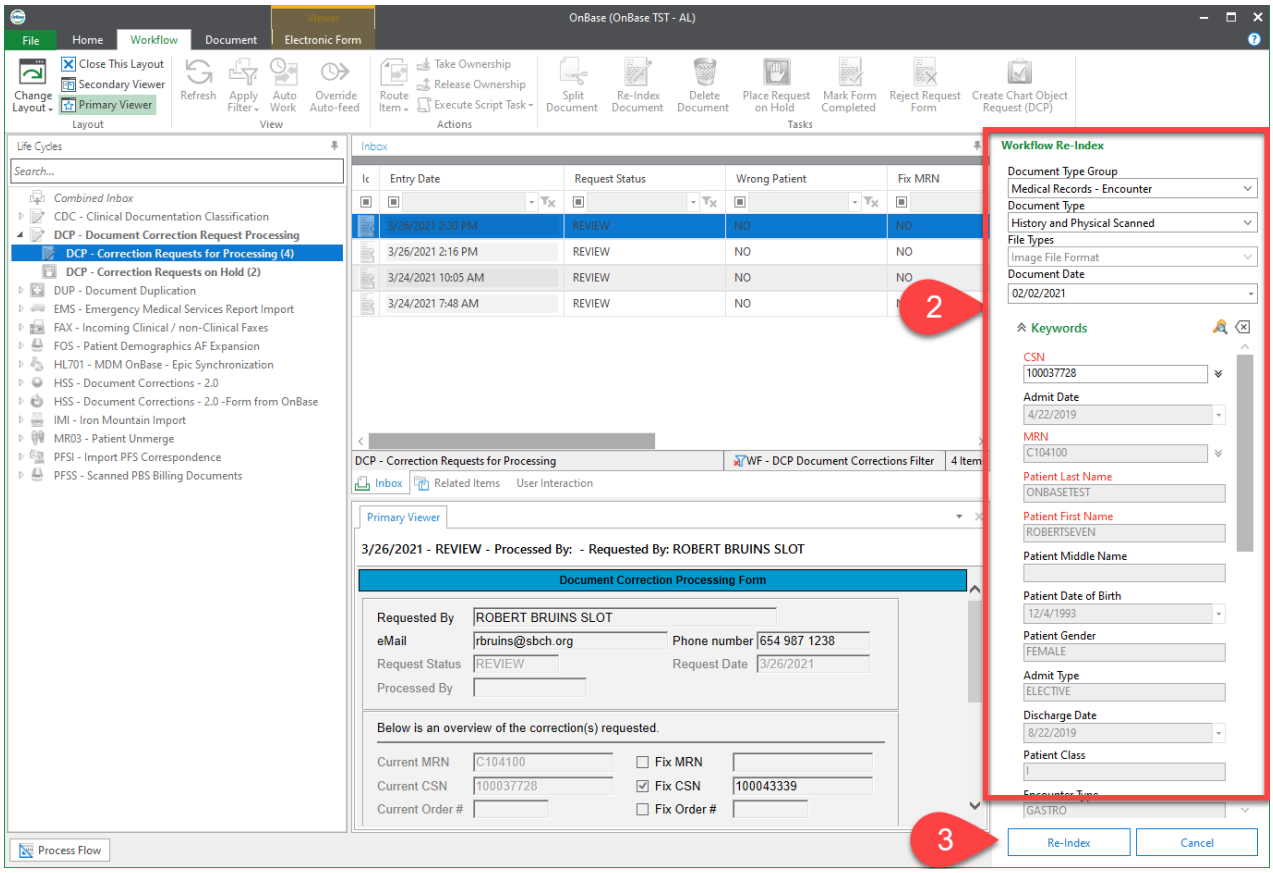
Re-Index Document

1. Select **Re-Index Document.**



2. Update the document type and/or keywords in the side panel.

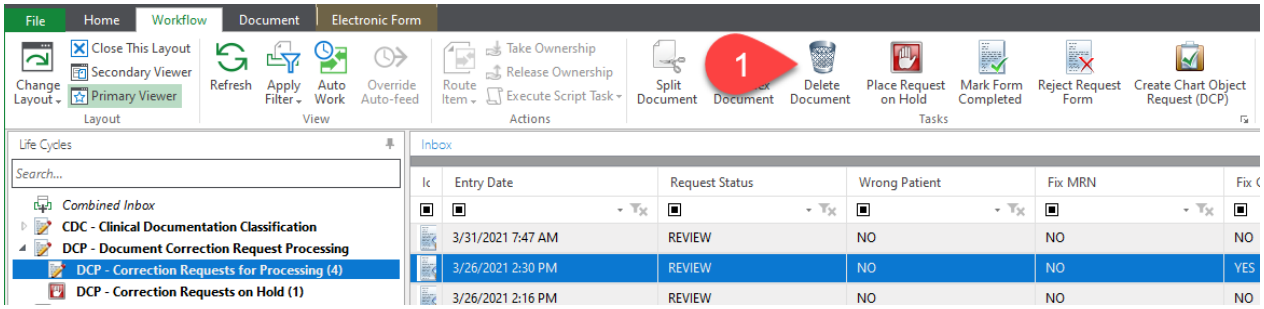
3. Select **Re-Index** to confirm the changes and submit the document to CottageOne. The request will be marked as completed and removed from the workflow.



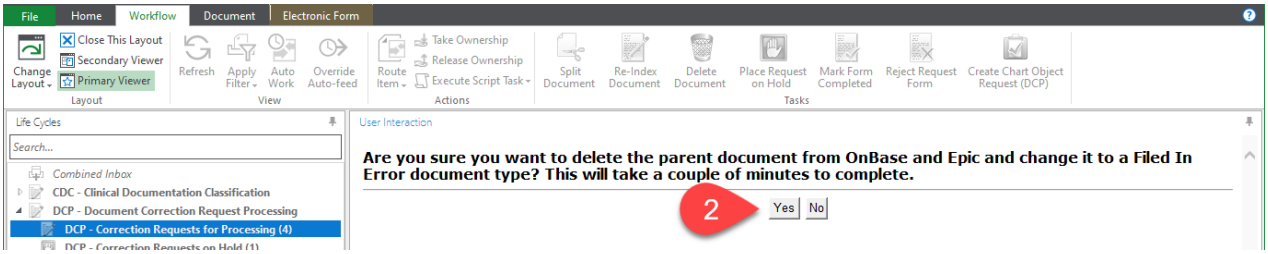
Delete Document

If it's determined that the document does not need to be included in the medical record, it can be deleted from OnBase and CottageOne.

1. Select **Delete Document**.



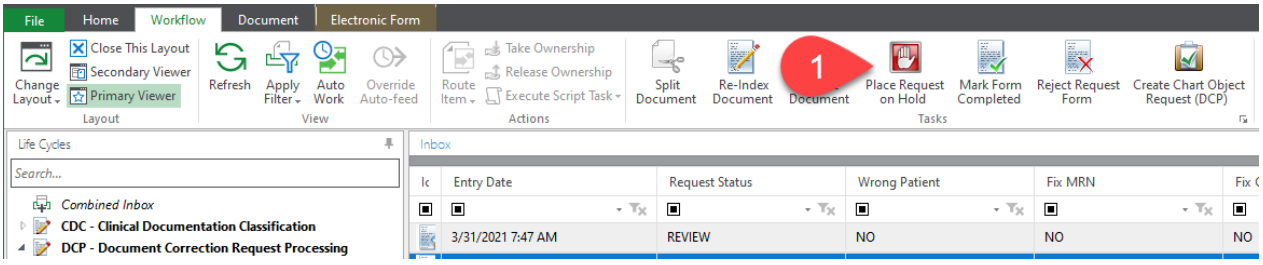
2. Confirm you want to delete the document. After confirmation the request will be marked as completed and removed from the workflow.



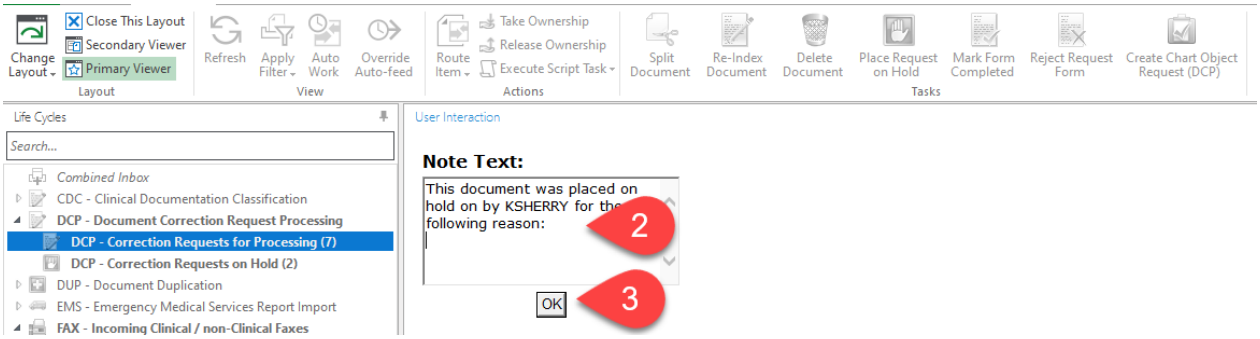
Place Request on Hold

If a request needs additional research before it can be completed, it can be moved to the hold queue.

1. Select **Place Request on Hold**.



2. Enter a free text reason for placing the request on hold.
3. Select OK.

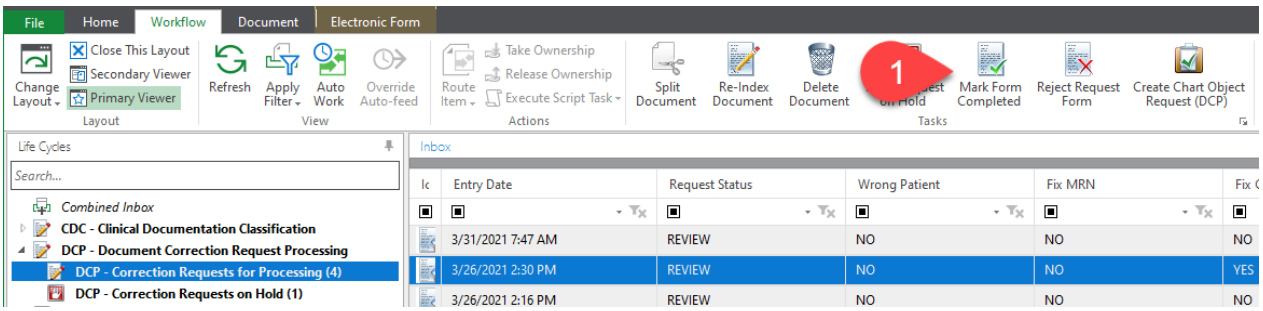


4. The request is now in the Correction Requests on Hold queue and can be processed from there when ready.

Mark Form Completed

In some scenarios the request will remain in the workflow although all necessary changes have been made. Use the **Mark Form Completed** option to manually complete the request and remove it from the workflow.

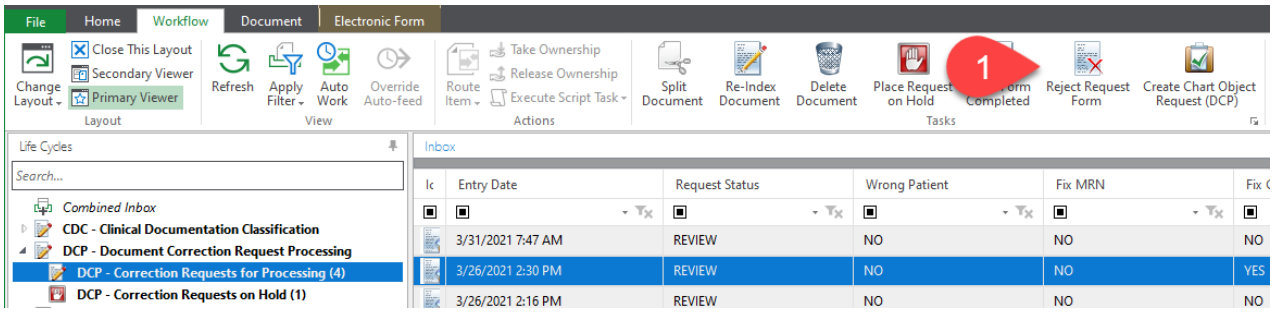
1. Select **Mark Form Completed**.



Reject Request Form

After reviewing the request, if it's determined that no changes are needed, you can reject the request to remove it from the workflow.

1. Select **Reject Request Form**.


File
Home
Workflow
Document
Electronic Form
Change Layout
Close This Layout
Secondary Viewer
Primary Viewer
Layout
Refresh
Apply Filter
Auto Work
Override Auto-feed
View
Route Item
Take Ownership
Release Ownership
Execute Script Task
Actions
Split Document
Re-Index Document
Delete Document
Place Request on Hold
1
Reject Request Form
Create Chart Object Request (DCP)
Tasks
Life Cycles
Search...
Combined Inbox
CDC - Clinical Documentation Classification
DCP - Document Correction Request Processing
DCP - Correction Requests for Processing (4)
DCP - Correction Requests on Hold (1)
Inbox
Entry Date
Request Status
Wrong Patient
Fix MRN
3/31/2021 7:47 AM
REVIEW
NO
NO
NO
3/26/2021 2:30 PM
REVIEW
NO
NO
YES
3/26/2021 2:16 PM
REVIEW
NO
NO
NO