

Clearing Provider Incomplete Note Messages

Satisfying In Basket reminders

When ED Attendings work with ED scribes, the scribes compose several of the ED Provider Notes on behalf of the Attending. Epic then considers the scribes as the author of the note. Thus, when they share a note, and the patient is discharged before the provider edits and/or signs it, the scribe receives the Incomplete Note message. When this happens, they forward the message on to the provider they were working with. Consider the following example with the steps to clear these messages:



Try It Out

- From within the InBasket, there is an incomplete note message that was forwarded to the Attending from the ED Scribe (Patient name: Little Kid). The Attending has already finished the note and signed it, but the message remains:

Status	Encounter	Time	Patient	Age	Edited	Med/Ord
New	05/06/2014	1:24 PM	Ed-Two, Numa [SH3001114]	26 y.o.	5/20/2014 1:24 PM	Yes
Pend	05/05/2014	5:03 PM	Asap, Testtwenty [SH3001162]	26 y.o.	5/5/2014 4:58 PM	Yes
Read	05/28/2014	6:36 AM	Two, Prep Doe [SH3001341]	143 y.o.	6/13/2014 6:36 AM	Yes
New	05/15/2014	7:23 AM	Rad Review, Pearl Harbor [SH300...	37 y.o.	6/13/2014 7:23 AM	Yes
New	06/30/2014	8:20 AM	Cdu, Demo [SH3001598]	45 y.o.	6/30/2014 8:20 AM	Yes
Pend	07/16/2014	3:19 PM	Kid, Little [SH2400066]	4 y.o.	7/17/2014 3:19 PM	Yes
Read	07/02/2014	8:04 PM	Allpatients, Test [SH2400011]	29 y.o.	7/3/2014 8:04 PM	Pending
Read	07/02/2014	5:36 PM	Allpatients, Test [SH2400011]	29 y.o.	7/6/2014 5:36 PM	Pending

- When he/she clicks **Mark Cmplt**, this error message appears:

The error dialog box is titled "In Basket Action - Complete Note" and contains the following text:

X The note is already signed. You can't mark it complete again.

OK

- To actually clear the message from the In Basket, you need to click the **Done** button instead:

In Basket

New Msg Patient Msg Refresh Edit Pools Settings Search Attach Out Properties Marg As

Results (1)
 My Incomplete Charts (20)
 Hospital Chart Completion
 My Incomplete Notes (7)
 Letter Queue (1)
 Height/Weight Change (1)
 Coding Query (1)

My Incomplete Notes 7 unread, 14 total

Done Enc Edit Note Mark Cmpl Review Forward

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Views: Message Visits/Patient Info Meds/Problems Vitals/Labs My Last Note

4. The next time the In Basket refreshes, the message will be gone.