

HPF Electronic Signature Frequently Asked Questions and Answers

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| <p>Q: What are the three stages of Deficiency aging in the Horizon Patient Folder?</p> | <p>A: The age of an un-signed medical record determines how it is labeled within the Horizon Patient Folder:</p> <ul style="list-style-type: none">▪ Incomplete: day 1 to day 20 post discharge date/date of service.▪ Warning day 21 to day 29 post discharge date/date of service.▪ Delinquent day 30+ post discharge date/date of service. |
| <p>Q: What are the types of deficiencies?</p> | <p>A: The types of deficiencies are:</p> <ul style="list-style-type: none">▪ Dictations: These can be completed on the <i>Dictaphone</i> phones or a regular land line. The physician can add the dictation number in HPF to alert the transcription team that there is a pending document. This can help trouble shoot if the dictation does not come across the interface.▪ Signatures: All Orders and Progress Notes must be signed.▪ Missing Text: These deficiencies require information to be completed within a text box, such as diagnosis, missing elements of dictated reports. |

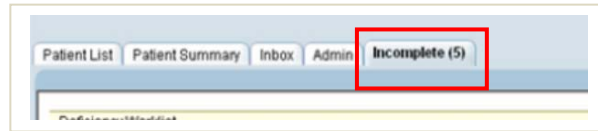
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| <p>Q: Whom do I call if I have an issue with my Horizon Patient Folder Electronic Signature?</p> | <p>For records issues, please contact Facilities Health Information Management (HIM) M-F 8 A.M. to 5 P.M. For after hours as relating to deficiencies questions or concerns call operator who can direct you to HIM Director on call:</p> <table data-bbox="803 499 1104 682"><tr><td>Methodist</td><td>575-6272</td></tr><tr><td>MSTH</td><td>575-8100</td></tr><tr><td>Metropolitan</td><td>757-2984</td></tr><tr><td>Northeast</td><td>757-5001</td></tr><tr><td>Stone Oak</td><td>638-3900</td></tr></table> <p>For remote access connection issues or other technical issues please contact Physician Support Help Line at: (210) 575-0090</p> | Methodist | 575-6272 | MSTH | 575-8100 | Metropolitan | 757-2984 | Northeast | 757-5001 | Stone Oak | 638-3900 |
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| MSTH | 575-8100 | | | | | | | | | | |
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| <p>Q: When does the aging start on a medical record?</p> | <p>A: All charts are termed “Deficient” at date of discharge</p> | | | | | | | | | | |
| <p>Q: What is a query?</p> | <p>A: A query is a request for more specific information pertaining to diagnoses or procedures documented in a patient’s medical record. Queries are submitted by HSC Coding Staff and flagged for completion by HSC Analysis Staff. When assigning a deficiency for a query, the HSC Analyst will apply a text box to a pre-approved query form.</p> | | | | | | | | | | |

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Q: How can I quickly tell the status of my deficiencies within HPF?

A: The quantity of outstanding deficiencies is displayed on the hCare Portal's Incomplete's tab.



The deficiency is color coded based on age.



The table below describes the aging date and color relationship.

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|------------|-------------------|--------|
| Incomplete | 1 - 20 days old | Blue |
| Warning | 21 - 29 days old | Brown |
| Delinquent | 30 - 998 days old | Yellow |

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| <p>Q: I want to sign my records at my office or home, what do I need?</p> | <p>A: Our remote access requires a Microsoft Windows based computer using Internet Explorer. All Windows versions 2000 or higher, Internet Explorer Version 6 and above are supported.</p> <p>Sun JAVA 1.6 or better is required to launch the Horizon Patient Folder.</p> <p>A broad band internet connection is necessary to create a 'tunneled' connection.</p> <p>Hardware required for best performance:</p> <ul style="list-style-type: none">2.8 GHz CPU processor speed2 Gigabyte or more of RAM17" Monitor or better with 768 X 1024 pixel resolution |
| <p>Q: I would like to know more about the HPF. Do you have more information online?</p> | <p>A: HPF and other tutorials can be found on the internet at:</p> <p>Http://MHSPortalHelp.com</p> |

**For more information please contact our Physician Support Help Line at
(210) 575-0090**