



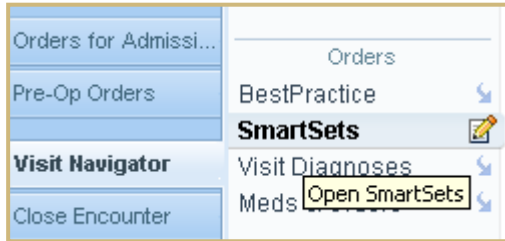
Closing an Encounter Opened in Error

It is most advisable to NOT open any encounter until the patient is arrived.

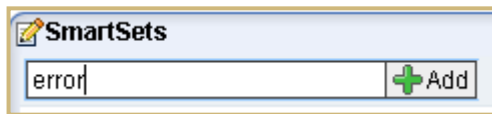
However, if you have opened a patient encounter and the appointment is cancelled or the patient no-shows, you must still close the open encounter.

*****If no documentation has been entered in the encounter:**

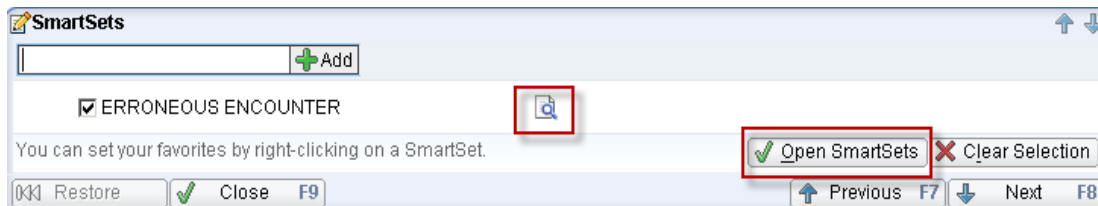
1. Open the encounter from the In Basket
2. Click on the **SmartSets** activity in the Visit Navigator



3. Type **Error** in the Add SmartSets field and press **enter**.

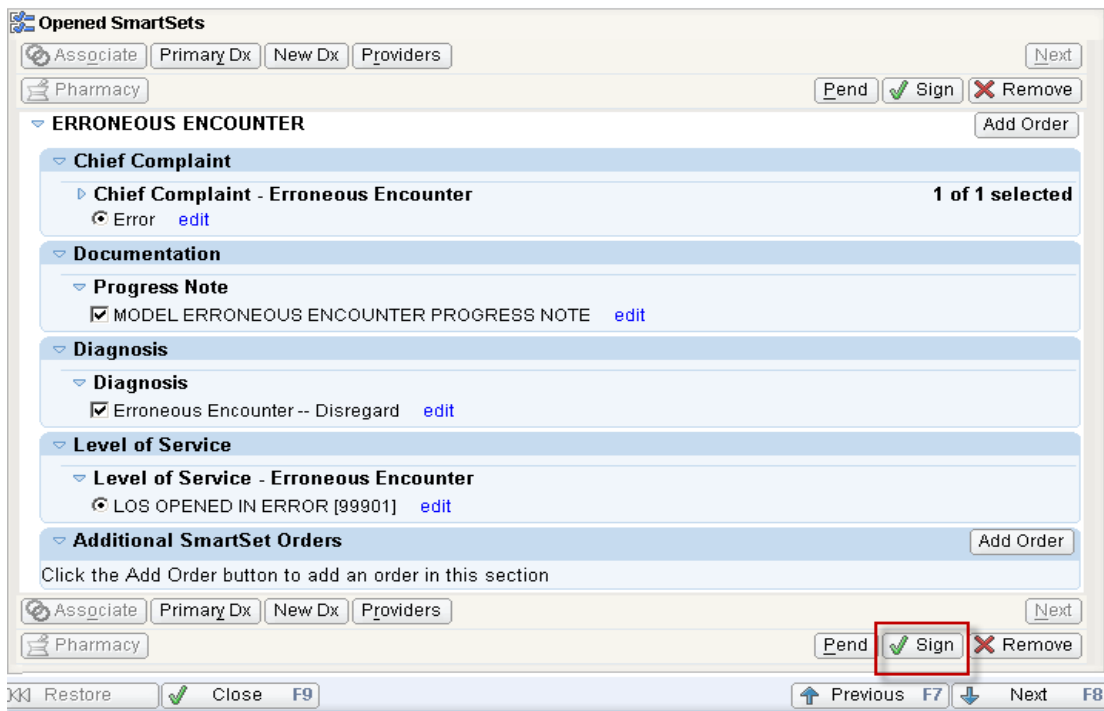


4. The **Erroneous Encounter SmartSet** will populate. Click the **Open Smartsets** button. (If you want to preview the SmartSet click the paper icon with the magnifying glass).

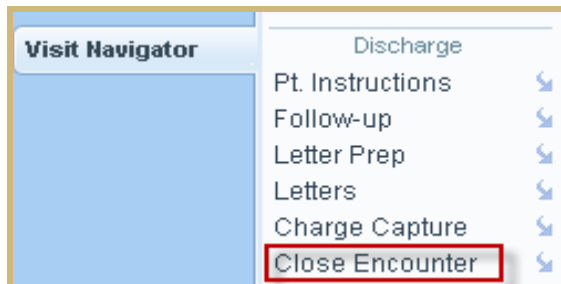




- The **Erroneous Encounter SmartSet** will place the appropriate orders and documentation in all required sections within the encounter.



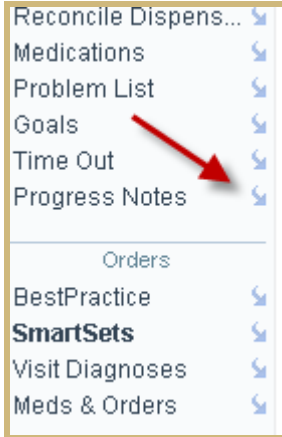
- Click the **Sign** button to sign these orders.
- Click **Close Encounter** to close this encounter.



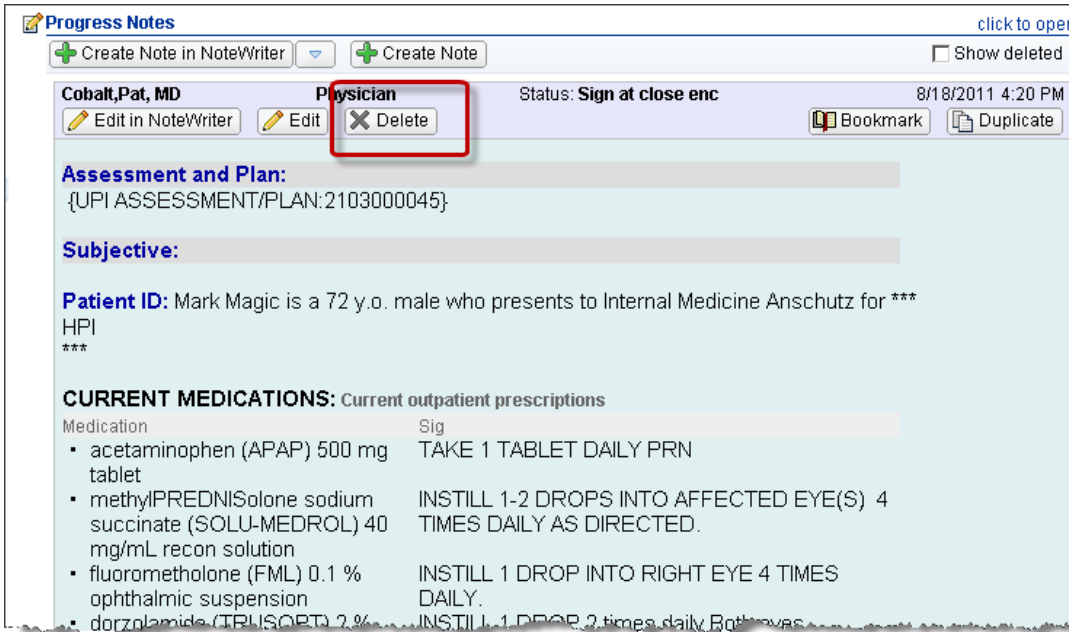


*****If any documentation has been entered in the erroneous encounter, you must first delete all documentation.**

1. Click on the **blue jump scroll arrow** next to Progress Notes in the Visit Navigator to navigate to your progress note.

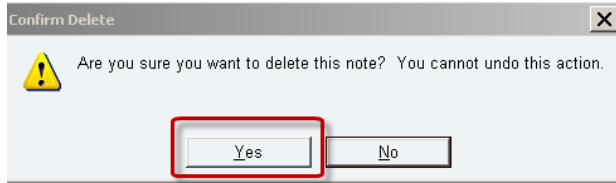


2. Click the **Delete** button to delete the entire progress note where you previously entered documentation.

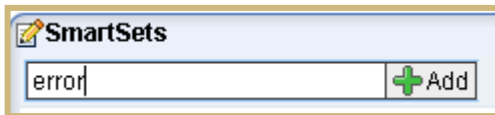




3. Click **Yes** on the pop-up window to confirm the deletion.



4. Click on **SmartSets** in the Visit Navigator.
5. Type **Error** in the Add SmartSets field and press **Enter**



6. The **Erroneous Encounter SmartSet** will populate. Click **Open SmartSets**.
7. The **Erroneous Encounter SmartSet** will place the appropriate orders and documentation in all required sections within the encounter.
8. Click the **Sign** button to sign these orders.



9. Click **Close Encounter** to close this encounter.

