Deficiency Completion Quick Reference

For McKesson OneContent Questions: 812-485-4477
Health Information Management Dept: 812-485-4211

Stoneware and/or OneContent Password/Username Support/Reset: 812-485-5600

Supported Software

OneContent works with:
- Google Chrome
- Internet Explorer (IE) 10 or Higher
- Safari

For All Deficiencies

1. Log into OneContent and select Task List on the menu bar.
2. Go to My Tasks > DEFICIENCIES
3. Select the deficiency type you want to list in the grid.
   - Signature
   - Missing Text
   - Dictation

Deficiencies tagged as “High Priority” also appear in the High Priority Deficiencies list.

4. Do one of the following to begin processing a deficiency in the viewer:
   - Double-click the deficiency.
   - Select the deficiency and click Process.
5. If prompted, enter your PIN and click OK.
6. Optional: You can decline the deficiency from either the grid or the viewer.
   a. Click the Decline button.
   b. Type a decline reason or click the Decline Reason drop-down arrow and select a standard reason, then click OK.
7. Continue with the information specific for each type of deficiency.

Signature Deficiencies

If a document is signed the authentication and time stamp are applied to the page with the deficiency or the last page of the document.–Review document then click complete or Decline

Note: MRN, Encounter, fields strip the leading zeroes searches. Example: If the MRN number is 0000777, you can type 777.

Missing Text Deficiencies

1. Click inside the yellow text-entry box.
2. Enter the applicable text (max: 240 characters).
   If the page contains other missing text deficiencies assigned to you enter text in each box.
3. Click Complete. For each completed deficiency, the system:
   - Permanently adds the text to the document image and adds an authentication stamp to the image with the text “Electronically Edited and Authenticated By” and contains your signature text, date/time, and time zone.
   - Removes the completed deficiency from the Deficiency task list.

Dictation Deficiencies

1. If the Job ID feature for your system is enabled, the Dictation Job ID text box appears below the deficiency where you can manually add an optional job ID for the deficiency.
2. Click Complete when done. The status for the completed deficiency is updated and it is removed from the Task List queue.

Decline Deficiencies

1. Do one of the following to enter a decline reason:
   - Select a reason from the Decline Reason drop-down list.
   - Type a reason in the Decline Reason field.

Note: Clicking the open folder icon with nothing selected opens all associated encounters in the patient's chart.
Deficiency Aging Parameters
Suspension Charts (Deficiency age > 31 days)
Pending Suspension Charts (Deficiency age 22-30 Days)
Delinquent Charts (Deficiency age 15-21 Days)
Warning Charts (Deficiency age 8-14 Days)
Incomplete Charts (Deficiency age 0-7 Days)

Transcription Turn-Around Time
*Please call Medical Records to STAT reports 485-4211
Consultation: 8 Hours
Discharge Summary: 24 Hours
ER Note: 24 Hours
History and Physical: 8 Hours
Operative Reports: 24 Hours
Transfer Summary: 2 Hours

Legend
- Signature Deficiency
- Missing Text Deficiency
- Dictation Deficiency

Vacation / Medical Leave / FMLA
If you go on Vacation, Medical leave, or FMLA you (or your office) can let us know and we can grant you a grace period. Deficiencies will be put on 'hold' and you will not be suspended while you are away. Upon your return, you will be given 7 days from your expected return date to finish your deficiencies before being eligible for suspension.
Call us at: 812-485-4477

Recommended Browsers:
Google Chrome  Internet Explorer  Safari
(IE Version 10 or higher)

For issues accessing OneContent, please contact the IS Service Desk at 812-485-5600

St. Mary's Health Information Management Dept.
Physician Training Guide – OneContent
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