How To Start a Provider Query

After clicking on patient chart from Soarian census view, click on the Clinical Summary tab and you will be brought to the following screen:

To start a new note, click on the paper icon with a plus next to it, which is circled in red in the above screenshot. This will open the “Add New Document” dialog box where you can select the note template you would like to use. Provider queries will be using the Clarification Note template. These notes will be placed in their own specific note section of the patient electronic chart as shown above.
Scroll to bottom of Add New Document screen, and then click on “Document Clarification” as shown below. If you click on the yellow star next to the checkbox, it will add this template to your Personal Favorites. Click “OK” to open the template.

When the template opens, type provider name into “Physician Information” and select targeted provider. Then, provider query can be typed into the “Question” field.
Click “Complete” when finished to sign note. This will prompt the opening of the “Document Permissions” link as seen below. Search for and select a targeted cosigner, which should be the provider who is to receive the query. Click OK and then Complete to finish note and send query.
How To Sign a Provider Query

Provider queries and other documents requiring signature or completion can be viewed by the provider by clicking on the Provider Documentation tab located on the left hand side of the main Census/Worklist view. Notes requiring co-signature will have the pencil icon as indicated by the red arrow. To enter the note, click on the document title for the patient in question as shown below.

This will take you directly to the document requiring co-signature. Click on “Cosign Document” to enter note.
Answer the query within the “Physician Response” field, and then click “Cosign.” The query has now been successfully completed.