Decline a Deficiency

1. Log into Physician Portal.
2. View Task List on the menu bar.
3. Select the appropriate category under Deficiencies.
4. Select the deficiency you want to delete from the Deficiencies that are presented.
5. Click Process or double-click the selected deficiency. If needed, enter your PIN and click OK.
   The system opens the deficiency viewer.
6. Click Decline.
   Alternatively, you can click Decline to assign the decline reason from the Task List. The Decline Deficiency dialog box opens over the Task List.
7. 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 (max: 225 alphanumeric characters).
8. Optional: To decline all the deficiencies associated with the encounter, select the Decline All Deficiencies for this Encounter checkbox.
9. Click OK.
   The system:
   - Removes the declined deficiencies from the list
   - Adds the reason to the deficiency record.
   - Unlocks any declined deficiencies