escribeHOST

Importing and Indexing Documents to Patient Charts

February 2017

Release 6.14

Table of Contents

List of Figures

Indexing in escribeHOST

Use of this document	This document is a user guide for employees responsible for indexing scanned images into the escribeHOST Electronic Health Record (EHR) patient chart.

What is indexing?	Paper documents are processed in a scanner to create electronic photographic images that can then be incorporated into the patient chart. These images can be scanned as individual documents or can be grouped together into batches. Indexing links each document image with the correct chart.

Two ways	There are two indexing workflows:

- Importing and indexing **from a batch** is used to process multiple document types for multiple patients.
- Importing and indexing **from within the patient chart** is used to process a single document type for a single patient.

This document describes the procedures to import and index using both workflows.

escribeHOST

Indexing Batch Documents

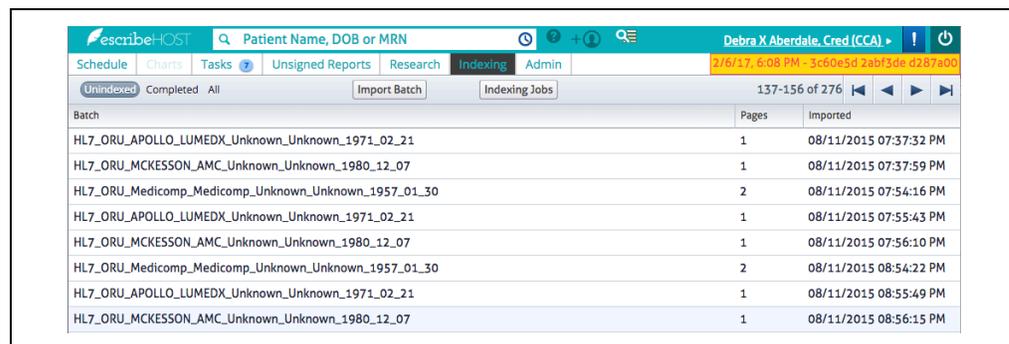|	
Batch Scanning	A batch is a group of documents that were scanned together into a single file. Batches can be made up of related documents (e.g., all related to a single patient) or unrelated documents (e.g., correspondence received yesterday). Batch scanning is the most efficient way to create scanned images and is used when many documents need to be scanned at the same time.
Indexing documents in a batch	When you index a batch, you must associate each page of each document in the batch to each of the following: • document type • patient name • provider name • date of service • office location Some pages in a batch are part of a single document. Indexing allows you to associate multiple pages to each other and then index them at the same time as a single document. Pages in a batch can also be ignored during the indexing procedure. Ignoring does not delete the page from the batch but prevents it from being imported into a patient chart.

Continued on next page.

Batch List

Indexing page

Figure 1 illustrates the first page that opens when you access the Indexing tab in escribeHOST.

Note that "Unindexed" is highlighted in the upper left corner. This indicates that the list of batches below is filtered to show only those batches that need to be indexed.

Click "Completed" to view a list of all batches that have been indexed. This is a historical list. No batch is ever deleted from this list.

Click "All" to view an unfiltered list with both Unindexed and Completed batches.

Figure 1: Batch List

Batch status and import date

Each line in this list represents one batch. Each batch is identified by its name, number of pages, and when it was imported into the Indexing module.

The date and time the batch was imported displays in the Imported column.

Click on a batch line to open the Indexing work area to begin indexing pages of the batch.

Continued on next page.

Importing Batches

Import Batch   Batches are multi-page image files created during the scanning process.

Batches must be imported to the Indexing module to be indexed. Most practices employ the automatic import option when a batch is successfully created when scanning is completed.

This section describes the manual import process.

Click the Import Batch button **Import Batch** to open the Import Batch popup (Figure 2).

Click the Choose File button to navigate to the file location and click Open. When you are returned to the Import Batch popup, give the Batch a name in the Batch Name file and click Import. The batch is added to the batch list. this may take some time based on the number of pages in the batch.

Figure 2: Import Batch popup

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Indexing Work Area

Indexing work area The left half of the indexing work area displays the selected page within the batch (Figure 3). The first page in the batch displays when the batch is first opened.

The batch name and total number of pages display at the top of the image.

Scanned images display on the left.

Figure 3: Indexing Work Area

Indexing Work Area (cont.)

Indexing work area (cont.)

The right side of the Indexing work area provides the navigation and indexing tools.

Navigate through the scanned images in the batch by:
*   clicking the right and left arrows
or
*   clicking on a page number.

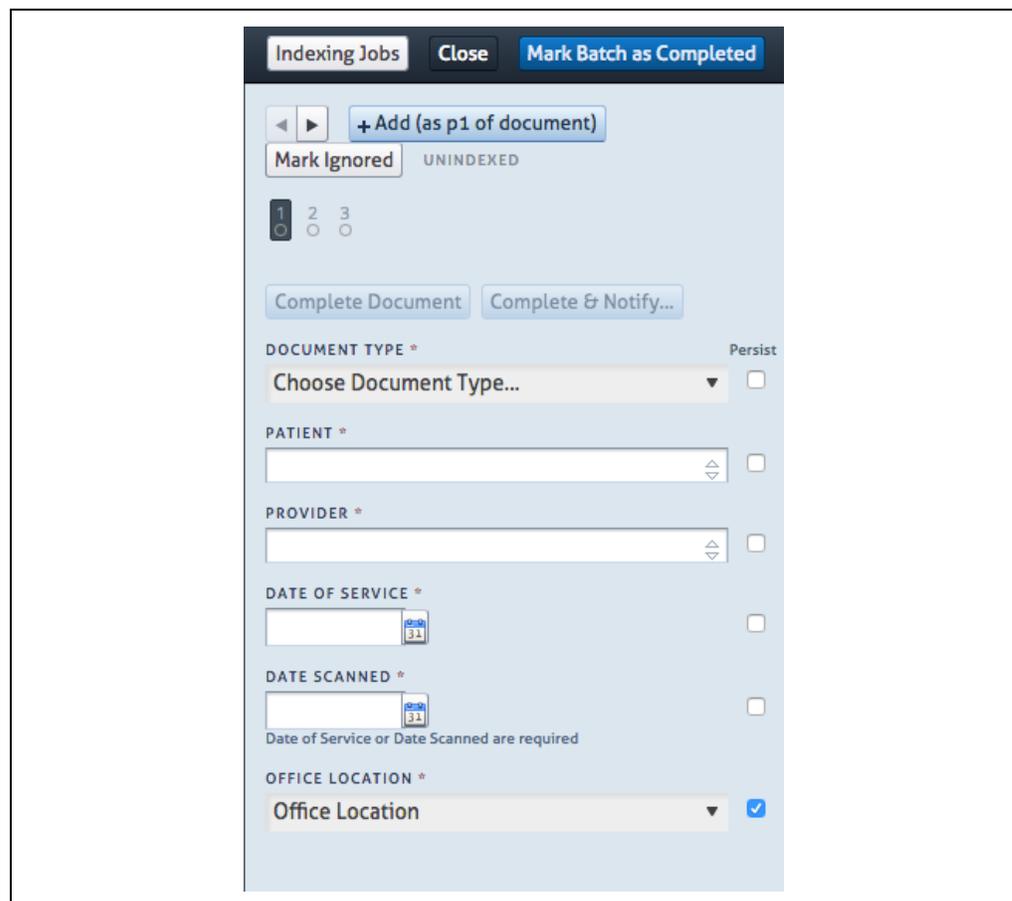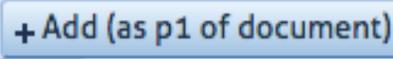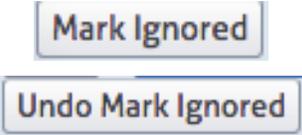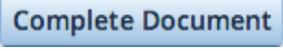Figure 4 shows the location of the navigation buttons.

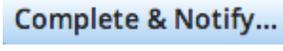*Figure 4: Indexing Work Area (right side)*

Indexing Work Area (cont.)

Features   Each feature of the Indexing work area is described below.

Feature	Description
◀ ▶	**Paging arrows:** Click to view the previous or next page in the batch.
+ Add (as p1 of document)	**+ Add (as p# of Document):** Click this button to add the selected page in the indicated position in the document you are indexing.
✓ Added (p1 of document) Undo	**Undo:** Click this text to the right of the Added indicator to return the page to its previous status and remove it from the current document.
Mark Ignored / **Undo Mark Ignored**	**Mark Ignored:** Click this button to ignore the selected page for indexing when you don't want to include it in any document. It remains in the batch. **Undo Mark Ignored:** Click this button to return the page to its previous status before it was marked ignored.
1 2 3 4 5 6 7 8 … 32	**Pages:** Each number represents a page in the batch in the order in which it was scanned. Refer to the next table in this document for additional information about page status indicators which display below the page number.
Complete Document	**Complete Document button:** Click to index the assigned pages in the current document and send the indexing job for processing.
Complete & Notify...	**Complete & Notify button:** Click to index the assigned pages in the current document and create a task to notify one or more employees that the document has been indexed and can be viewed in the patient chart. Also sends the indexing job for processing.
Persist ☐	**Persist checkboxes:** Insert a checkmark in a Persist checkbox if you want to use the selected value in that field for additional documents you will be indexing in this batch.
Clear	**Clear:** Click this button to blank all fields and de-select any pages.
Mark Batch as Completed	**Mark Batch as Completed button:** Click on this button when all documents have been created in a batch. This is the only way to move the batch from the Unindexed queue into the Completed list.
Mark Batch as Unindexed	**Mark Batch as Unindexed:** Click on this button when you want to move a batch into the Unindexed queue from the Completed list.

Indexing Work Area (cont.)

Most recent status

The text displayed to the right of the Mark Ignored/Undo Mark Ignored button displays the most recent status of the selected page. See the examples below:

Page 21 was successfully indexed on 02/07/2017 at 9:54 PM.

Page 21 was successfully indexed on 02/07/2017 at 9:54 PM but it has now been added as page 1 of a new document. This could occur if the user needs to re-index a document that had been indexed to the wrong chart.

Page 5 has been ignored. The icon is difficult to see. Page 6 has also been ignored.

Page 1 is in pending status as of 02/08/2017 at 10:52 AM. This may not be the current status of this page because the Indexing workspace is updated only when the batch is re-opened, if another document in the batch is sent for indexing (clicking the Complete Document or the Complete and Notify button), or a page is Ignored.

Mark Batch as Completed

The function of this button has changed. It still moves the batch into the Completed list but it no longer automatically marks unassigned pages as discarded.

Indexing Work Area (cont.)

Page status indicators

The icon displayed under the page number indicates the status for the most recent indexing action performed on that page.

Indicator	Page Status
	The black box indicates which page has the focus – page 1 in the example to the left. You can perform actions on this page to add to the document, ignore for indexing, undo an add action, or undo an ignore action.
	Status = **UNINDEXED** ○ This status is indicated with an open ○ under the page number. This page has never been indexed or ignored.
	Status = **ADDED** ⊕ This page has been added to the current document. It is will be added to the document in the indicated page order when user clicks Complete Document or Complete & Notify. The page 1 example has the focus. The page 2 example does not have the focus.
	Status = **IGNORED** ⧄ This page has been labeled as ignored. It displays for a page that has already been indexed or the user just clicked the Mark Ignored button. NOTE: This icon is very hard to see when the document has the focus as demonstrated in the page 1 example on the left.
	Status = **PENDING** ⚠ This page is currently being indexed to a patient chart as part of a document. NOTE: This icon will typically display when you click Complete Document or Complete & Notify for a document that has many pages. Also, this icon does not update in real-time but will update after you close the batch and return, after you click Complete Document or Complete & Send for the next document in the batch, or when you ignore or un-ignore a page in the batch.
	Status = **SUCCESS** ✓ This page has been successfully indexed to a patient chart as a page in a document now in the patient chart. It indicates the most recent status for this page.
	Status = **FAILURE** ✖ This page failed in its last attempt to be indexed. It indicates the most recent status for this page.

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Indexing Work Area (cont.)

Required data   All data fields are required to complete indexing a document.

    Document Type: Select the correct document types used by your practice to describe the document being indexed.

    Patient Name: Every document must be associated to a single patient.

    Provider: Select the name of the provider who is responsible for the care of the selected patient. It can also be used to record the provider who created the document. You can also select *System* to meet the requirement but not put the name of a provider in this field.

    Date of Service: Record the date of service associated with the document being indexed. If this is not available, you can use the scanned date. You must record either a Date of Service or a Date Scanned.

    Date Scanned: Record the scan date of the document if it came from outside your practice and/or you do not know the Date of Service. You must record a Date Scanned or a Date of Service.

    Office Location: Select the Office Location at which the patient is usually seen.

Best Practices for Indexing

Look at all pages in batch	Review all pages in the batch before you start to index. This will allow you to: • determine the number and type of documents are in the batch • identify what data persists between documents
Click +Add in the correct order	Pay attention to page order when adding scanned images to the document. The label on the +Add (as p# of document) button will increment by 1 each time you click it. Since pages can be scanned out of order be careful to click Add in the right order. The order in which you click pages will the order they assume in the document you are creating.
Select the last page in a document	Be sure to actually click on the last page in a document by clicking the +Add (as p# of document) button to insert the + below the page number. Users often forget to select the last page.

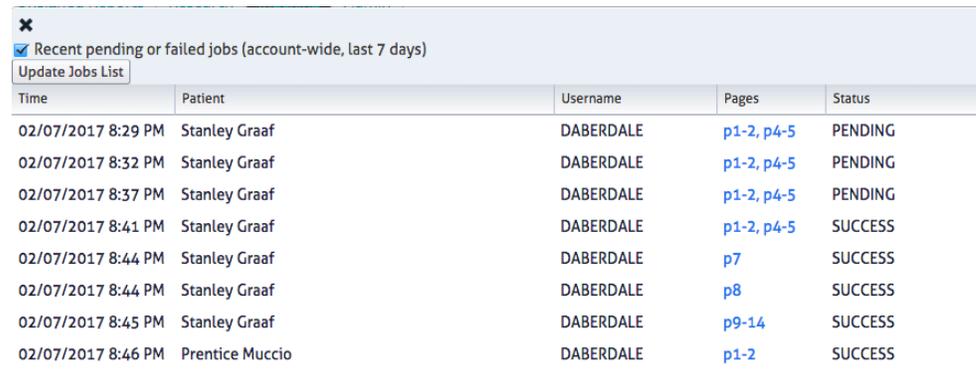# Managing Failed and Pending Jobs

Indexing Jobs button

The Indexing Jobs button is a new feature of release 6.14 giving users detailed status for every document processed for indexing from a batch.

A "job" represents a single document submitted for indexing to a patient chart. There can be multiple jobs resulting from a single batch.

When you click the Complete Document or the Complete and Notify button after indexing a document, it takes some time for the system to process the indexing job and send the new document to the correct chart.

The Indexing Jobs button on the Indexing module landing page is used to see the status of documents (jobs). It displays which jobs:
- failed during the indexing process
- are still pending the indexing process
- were successfully indexed and added to the patient chart

Time	Patient	Username	Pages	Status
02/07/2017 8:29 PM	Stanley Graaf	DABERDALE	p1-2, p4-5	PENDING
02/07/2017 8:32 PM	Stanley Graaf	DABERDALE	p1-2, p4-5	PENDING
02/07/2017 8:37 PM	Stanley Graaf	DABERDALE	p1-2, p4-5	PENDING
02/07/2017 8:41 PM	Stanley Graaf	DABERDALE	p1-2, p4-5	SUCCESS
02/07/2017 8:44 PM	Stanley Graaf	DABERDALE	p7	SUCCESS
02/07/2017 8:44 PM	Stanley Graaf	DABERDALE	p8	SUCCESS
02/07/2017 8:45 PM	Stanley Graaf	DABERDALE	p9-14	SUCCESS
02/07/2017 8:46 PM	Prentice Muccio	DABERDALE	p1-2	SUCCESS

Figure 5: Indexing Jobs popup

Status

Status on this popup applies to individual documents, not the entire batch. It provides a much more detailed status of each document in a batch so that you can go back and re-submit a document for indexing because of failure or because the document is stuck in a pending status.

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Managing Failed and Pending Jobs (cont.)

Indexing Jobs list   The list on this popup has 5 columns:

Time   When the status for the identified job was set, sometime after the user clicked either Complete Document or Complete & Notify

Patient   Patient chart assigned to the identified job

Username   User who clicked the Complete Document or Complete & Notify button for the document in which the indicated pages were included

Pages   A list of all the pages in the batch included in the indicated job. The numbers reference the page position in the batch. For example:
"p1" means this job had one page and it was p1 in the batch.
"p5-7, p9-11" means this job had 6 pages and those pages were in these positions in the batch: p5, 6, 7, 9, 10, 11.

Status   Most recent indexing status of the job

Time	Patient	Username	Pages	Status
02/07/2017 8:44 PM	Stanley Graaf	DABERDALE	p8	SUCCESS
02/07/2017 8:45 PM	Stanley Graaf	DABERDALE	p9-14	SUCCESS
02/07/2017 8:46 PM	Prentice Muccio	DABERDALE	p1-2	SUCCESS
02/07/2017 9:43 PM	Prentice Bitters	DABERDALE	p6	SUCCESS
02/07/2017 9:51 PM	Calina Yater	DABERDALE	p1-21	SUCCESS
02/07/2017 9:54 PM	Calina Yater	DABERDALE	p2-21	SUCCESS
02/07/2017 9:55 PM	Calina Yater	DABERDALE	p1	SUCCESS
02/07/2017 10:04 PM	Jahy N Hartel	DABERDALE	p2, p4, p6, p8, p10, p12, p14, p16, p18, p20	SUCCESS
02/07/2017 10:07 PM	Ilyas Martin Jack	DABERDALE	p1, p3	SUCCESS

Figure 6: Indexing Jobs popup

Continued on next page.

Managing Failed and Pending Jobs (cont.)

Pages popup   Hover over the pages link to see the batch number and total number of pages in the document.

Username	Pages	Status
DABERDALE	p1-2, p4-5	PENDING
DABERDALE	p1-2 BATCH ID: 100987865 (4 total pages)	
DABERDALE	p1-2, p4-5	PENDING
DABERDALE	p1-2, p4-5	SUCCESS
DABERDALE	p7	SUCCESS

Figure 7: Indexing Jobs hover popup

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Managing Failed and Pending Jobs (cont.)

Filters   Four filters can be applied to the Indexing Job list.

"Recent pending or failed jobs" is the default filter applied when the Indexing Jobs popup opens (see Figure 5). It cannot be used with other filters.

Click to remove the check if you want to apply a different filter.

Select "Include successful jobs" and/or "Include jobs from other users" and select a "Date started." (see Figure 6).

Use this filter:	to see:
☑ Recent pending or failed jobs	Jobs that have failed the indexing process or are still in pending status. It includes jobs submitted in the last 7 days only. Older jobs are not included. It includes jobs submitted by all users in your account. Any job that has been in pending status for more than 12 hours should be opened and re-indexed.
☑ Include successful jobs	Jobs started on a single day with status of failed, pending or successful. If unselected, only Failure and Pending jobs will display.
☑ Include jobs from other users	Jobs started on a single day by all users in your account. If unselected, only jobs started by you will display.
☑ Date started	Date the user clicked either Complete Document or Complete & Notify.

Continued on next page.

Managing Failed and Pending Jobs (cont.)

Open batch from Indexing Jobs popup

Click on the blue link under the Pages column to open the batch and re-index the Pending or Failed job.

Navigate to each page with Pending or Failed icons and click the "+ Add (as p# of document)" button for each page you want to include in a new document.

The rest of the procedure is the same. Complete all required fields and click Complete Document or Complete & Notify to resubmit the job for indexing.

Most recent status

It is important to note that the status you see for a page in the Indexing work area reflects the most recent status for that page. Since a document can be indexed multiple times using the same pages, it is important that only the most recent status is shown. Here is an example of a workflow to illustrate:

1. User 1 opens a 3-page batch and indexes all 3 pages in that batch in a single document, clicks Completes Document, and clicks Mark Batch as Completed.
2. User 2 opens the Indexed Jobs popup first thing the next morning and sees that the job failed. She goes into the batch via the Indexed Jobs popup. Each page in that batch has a ✖ icon to indicate Failure.
3. User 2 then re-indexes those 3 pages to a new job and clicks Completes Document. This time it is immediately successful.
4. User 1 opens the Indexed Jobs popup later that morning. The failed job is still there because it will remain there for 7 days. When she opens the batch, she doesn't see any Failure icons. She sees only 3 ✔ Success icons. If she clicks on any of those pages, she will see Success and the day and time the Success occurred displayed to the right of the Mark Ignored button. She can also navigate to the Documents List in the patient's chart to confirm the document is present.

Continued on next page.

PROCEDURES
HOW TO: Manually import a batch

When to Perform this Procedure   Perform this procedure to import a batch to the Indexing module.

Before You Begin   You must know where the batch file is stored on your computer or network to complete this procedure.

Step	Action
1	Click the Indexing tab to open the Indexing module.
2	Click Import Batch to open the Import Batch popup.
3	Click Choose File. Navigate to the batch file location, select the file and click Open.
4	Enter a name for the batch in the Batch Name field.
5	Click Import. The batch is added to the Unindexed batch queue.

End procedure
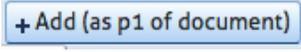
HOW TO: Index a one page document from a batch

When to Perform this Procedure	Perform this procedure to index a one-page document in a batch.

Before You Begin	Review all pages in a batch before indexing any document in that batch.

Step	Action
1	Click the Indexing tab to open the Indexing module.
2	Click on a batch from the list of unindexed batches.
3	Navigate to the page you want to index as the first and only page in the document. The selected page is the image displayed on the left.
4	Click the +Add (as p1 of document button) **+Add (as p1 of document)** to make the displayed page the first (and only) page in the document.
5	Select Document Type.
6	Select Patient.
7	Select Provider.
8	Select Date of Service and/or Date Scanned.
9	Select Office Location.
10	Click to insert a Persist checkmark for any of the above fields if the information will be used to index the next document in the batch.

HOW TO: Index a one page document from a batch (cont.)

Step	Action
11	Click the Complete Document button to index the one-page document. OR Click the Complete & Notify button to index the one-page document and create a notification task. 1. Select at least one recipient in the Recipients field. 2. (OPTIONAL) Write notification text in the Message field. 3. Click Complete & Notify. In either case, the status of the selected pages changes to Pending. This status will not update until the batch is closed and reopened, a page is ignored or un-ignored, or another document is indexed.
12	Continue indexing the remaining unindexed pages in the batch (Unindexed pages are those with a blank circle below the page number).
13	When all pages are indexed, click Mark Batch as Completed to move the batch out of the Unindexed queue and into the Completed list.

End Procedure
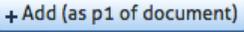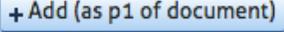
HOW TO: Index a multi-page document in a batch

When to Perform this Procedure	Perform this procedure to index a multi-page document in a batch.

Before You Begin	Review all pages in a batch before indexing any document in that batch.

Step	Action
1	Click the Indexing tab to open the Indexing module.
2	Click on a batch from the list of Unindexed batches.
3	Navigate to the page you want to index as the first page in the document. The selected page is the page displayed on the left.
4	Click the +Add (as p1 of document) button `+ Add (as p1 of document)` to make the displayed page the first page in the document.
5	Navigate to the page that you want to be the second page in the document and click the +Add (as p2 of document button) `+ Add (as p2 of document)` .
6	Repeat Step 5 for each page you want to include in the document in the order in which you want them to appear (the page number label on the button increments with each click). ***Be sure to select the last page of the document.***
7	If you want to remove a page you have added, navigate to that page and click the Undo link to the right of the `+ Add (as p1 of document)` button. The icon for that page will return to its previous status.
8	If you want to mark a page as ignored, navigate to that page and click the Mark Ignored button `Mark Ignored` . The icon changes to ☑ and the focus moves to the next page to the right. If you change your mind, navigate back to the page and click the Undo Mark Ignored button `Undo Mark Ignored` .

Continued on next page

HOW TO: Index a multi-page document in a batch (cont.)

Step	Action
9	Select Document Type.
10	Select Patient.
11	Select Provider.
12	Select Date of Service and/or Date Scanned.
13	Select Office Location.
14	Click to insert a Persist checkmark for any of the above fields if the information will be used to index the next document in the batch.
13	Click Complete Document to index the multi-page document. OR Click Complete & Notify to index the multi-page document and create a notification task. 1. Select at least one recipient in the Recipients field. 2. (OPTIONAL) Write notification text in the Message field. 3. Click Complete & Notify.
14	Continue indexing the remaining unindexed pages in the batch. (Unindexed pages are those with a O below the page number).
15	When all pages have been indexed, click Mark Batch as Completed to remove the batch from the Unindexed queue and move it to the Completed list.

End procedure.

HOW TO: Ignore a page in a batch

When to Perform this Procedure

Perform this procedure mark a page in a batch as ignored without inserting it into a document. The page is not deleted from the batch.

You do not need to mark pages as ignored. Batches can be marked completed with un-indexed, un-ignored pages. Ignoring pages will never mark a batch as completed or take it out of the unindexed queue.

Before You Begin

Review all pages in a batch before ignoring any page in that batch.

Step	Action
1	Navigate to the page you want to ignore. The selected page is the page displayed in the viewer on the left.
2	Click the Mark as Ignored button. Note the Ignore tool ☑ below the page number indicating this page has been marked Ignored and the focus moved to the next page to the right.
3	This page remains as an image in the completed batch but is not included in any indexed document.

End procedure.

HOW TO: Undo Mark Ignored for a page in a batch

When to Perform this Procedure

Perform this procedure to undo Mark Ignored for a page in a batch.

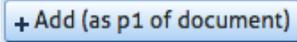You don't need to do this unless you want to index a page that was previously marked as ignored.

Step	Action
1	Click the Indexing tab to open the Indexing module.
2	Click on a batch from the list of batches.
3	Navigate to the page you want to undo mark ignored. The selected page is the page displayed on the left.
4	Click the Undo Mark Ignored button. Status is now indicated with a ○ indicating Unindexed and the focus moved one page to the right.

End procedure.

HOW TO: Check for Pending or Failed Jobs

When to Perform this Procedure   Perform this procedure every morning to process any documents (jobs) that are stuck in a pending status or have failed.

Step	Action
1	Click the Indexing tab to open the Indexing module.
2	Click the **Indexing Jobs** button. A list of documents (jobs) started in the last 7 days with a status of Pending or Failure display by default.
3	Look for a job with yesterday's date/time and click on the pages link to open the batch. If your office has implemented a workflow to check every morning to reprocess pending and failure jobs from the day before, you can safely ignore any job with a date/time prior to yesterday's date/time.
4	Navigate to the pages identified on the Indexing Jobs list as pending or failure. They should display on the Indexing workspace with a Pending icon 🅿 or a Failure icon ✖ below the page number. If the identified pages do not have Pending or Failure icons, it means that someone else has re-indexed these pages successfully.
5	Navigate to the first page in the batch that you want to re-index and click the +Add (as p1 of document) button **+ Add (as p1 of document)** . The icon under the page number changes to a ⊕ icon. Repeat for each page you want to include in the document in the order it should appear.
6	Complete the indexing fields below.
7	Click Complete Document or Complete & Notify.
8	Repeat this procedure for any other documents from this batch that got stuck in a pending status or failed to process.

End procedure

Import Directly to the Chart

Single document only	You can also import and index a document directly to the chart without using the Indexing module; however, this procedure can be used to import/index ONLY a single document.
File types	You can import any of these file types using the Import Document function: • PDF • XML • JPG • PNG

Import Directly to the Chart (cont.)

+ New Document   In the Documents module, click the down arrow to the right of the + New Document button and select Import Document... to open the Import Document popup (see Figure 5).

This is similar to the right side of the Indexing work area but notice that Patient is not required field because you are importing into the open chart.

Click Choose File and select the file you want to import. When you return to this form, the file name displays to the right of the Choose File button.

Complete this form and click Import. The document opens in the PDF document viewer for your review. The document is added to the patient chart.
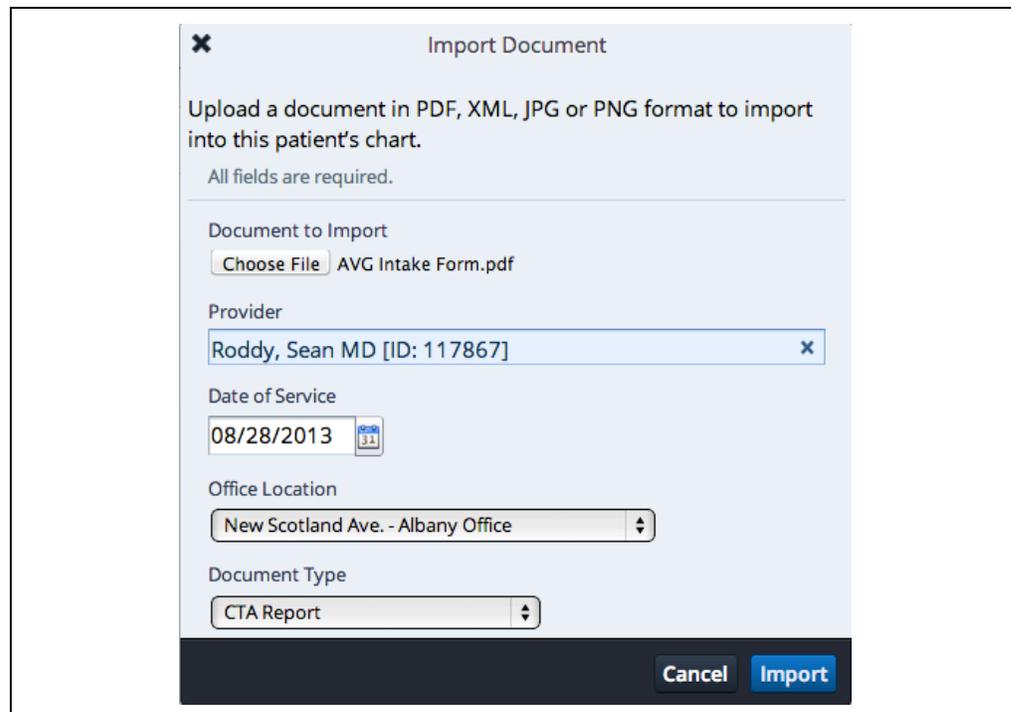

Figure 8: Import Document popup (direct to chart)

Continued on next page.

HOW TO: Import a document directly to the chart

When to Perform this Procedure   Perform this procedure to import a single document directly into a patient's chart.

Step	Action
1	Open the patient chart.
2	On the Documents module, click the down arrow to the right of the + New Document button and click Import Document...
3	Click Choose File, locate and select the file to import and click Open.
4	Complete the rest of form • Select the name of the patient's Provider. • Enter the Date of Service for the imported document. • Select the Office Location. • Select the Document Type for the imported document.
5	Click Import. The document opens in the PDF document viewer. Page through the document or click X to close the document and return to the Documents module. The document has been added to the Documents list.

End procedure.