INSTRUCTIONS FOR CORRECTING CLINICS AND ENCOUNTERS

If they are truly phone visits, you must create a corrected encounter in a telephone clinic...

1. **Click on Clinic Location to create a new visit and new encounter**
   - Vivo CPRS in use by: Carlson, Marie A (vista.durham.med.va.gov)
   - Visit Location: ZZTEST.BANDAID (OUTPATIENT)
   - Visit Provider: Carlson, Marie A
   - Visit Date/Time: 000-00-1930
   - Clinic Appointments: New Visit
   - Visit Location: ECR-AUDIO-CURBSIDE-1
   - Date/Time of Visit: NOW
   - Historical Visit: a visit that occurred at some time in the past or at some other location (possibly non-VA) but is not used for workload credit.
   - New Visit Location: ECR-AUDIO-CURBSIDE-1

2. **Make a New Visit in a Telephone Clinic** (every specialty has at least one)
   - Change the correct date/time so it matches the original

3. **Move your documentation to a new note in the Telephone Clinic location and complete your encounter**
   - Again, make sure you edit the date in your note, so it matches the original

4. **Cancel the erroneous clinic visit – your MSA will need to do this.** Please email our MSA Tonya Hallager at tonya.hallager@va.gov with: patient name & last 4, clinic appointment to remove (clinic location name & date/time), and instructions to “do this in Vista Scheduling GUI, not regular VISTA”.

5. **Address the “old” note:** either ask the Clinical Application Coordinators (CAC) to hide the note, or addend to indicate it is duplicate documentation; the cancellation of the associated appointment will not remove the note but it should remove the encounter and disassociate from an appointment.
   - To ask CAC team to hide your note:
     1. Make an addendum to the [note] requesting that the note be hidden, and why. Be aware all addenda will also be hidden. Sign the addendum requesting the note/addendum to be hidden.
     2. Hover/right click over the signed addendum and select **Identify Additional Signers** (not Cosigner). Select a couple of Clinical Application Coordinators to notify (in case some of them are away): Joshua Stiles, Lisa Klatt, LeAndria Dingle, Som Chaleunvong, Richard L Anderson, Janet R. Brown, Sonny Roaquin. CAN team will receive a notification when they log into CPRS; please do not email or call them.