

# ACP Documentation Correction

**Caregivers Impacted:** All Caregivers that access ACP documents  
**Implementation Date:** July 9, 2020

## What Is Changing

Intermountain has created a new centralized process to help caregivers know, share, and honor the healthcare wishes of the patients we serve. The Advance Care Planning (ACP) Dashboard is a third-party storage and retrieval system for all ACP documents stored in iCentra. The dashboard provides all caregivers with a single easy way to locate documents in the patient record and allows electronic creation of the UT - Provider Order of Life Sustaining Treatment Orders (POLST) and ID - Physician Orders for Scope of Treatment (POST).

## Why It Is Changing

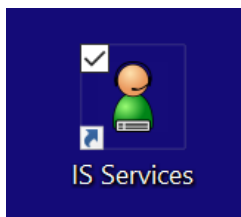
To provide all caregivers with an easy and reliable way to create, locate and share ACP documents across the system while finding a simple way to quickly know if a patient has a document on file.

## How to get an ACP Document corrected

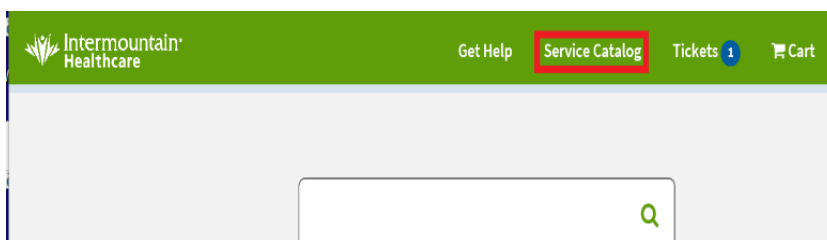
Please feel free to contact the Intermountain IS Service desk directly to report or follow-up on a clinical note correction. Use the designated extension for your facility or call: (801) 442-5731 or use the Intermountain IS Service desk icon from your desktop.

**Special Note: It is not okay to submit one ticket for multiple patients. Each patient needs an individual Note Correction Form completed.**

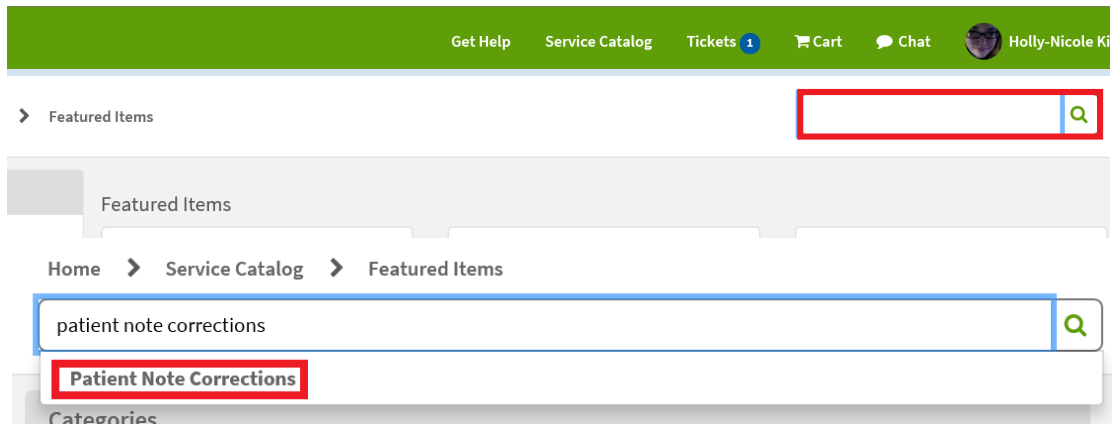
1. Click the Intermountain IS Service desk icon from your desktop:



2. Click on "Service Catalog".



3. Type in the search box: "Patient Note Correction" and select it from the search results.



4. Verify the Requested By and \*Requested For fields.

Requestor Information

**Requested By**

Holly-Nicole Kirshman (hnbreche)

**\*Requested For**

Holly-Nicole Kirshman (hnbreche)

5. Complete the Patient Note Correction Details section, add attachments as needed and submit. The information is submitted to the Error Management team and the Incident window displays.

**\*Patient Note Correction Details**

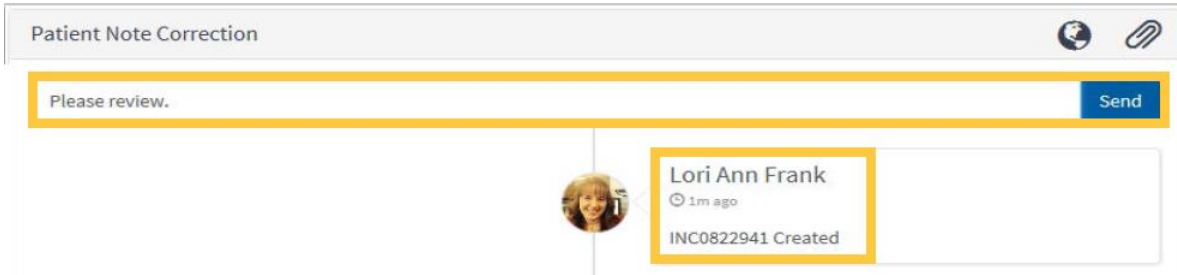
Program Involved (Help2/iCentra):  
Patient Name:  
EMPI/MRN Number:  
Encounter/FIN:  
Date of Record:  
DOB of Patient:  
Type of Note:  
Time Stamp (if more than one):

Submit

Add attachments

Required information How can we reach you? (e.g. phone number, Skype, email etc.)

6. Once submitted, your name appears with the ticket number. You can also send additional notes using the Comments field.



The screenshot shows a web interface for a 'Patient Note Correction'. At the top, there is a header bar with the text 'Patient Note Correction' and two icons: a globe and a paperclip. Below the header is a yellow-bordered text input field containing the text 'Please review.' and a blue 'Send' button. Below the input field is a comment box. The comment box contains a profile picture of a woman, the name 'Lori Ann Frank', a timestamp '1m ago', and the text 'INC0822941 Created'.

## Contacts

*iCentra Users:* Contact your local CTIS Adoption and Support Analyst or call x-3456 option 2.

*Care Transformation Caregivers:* [Carie Call](#), Clinical Informatics Analyst

