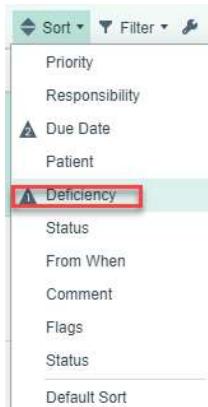


## How to Respond to a Query – Quick Tip Sheet

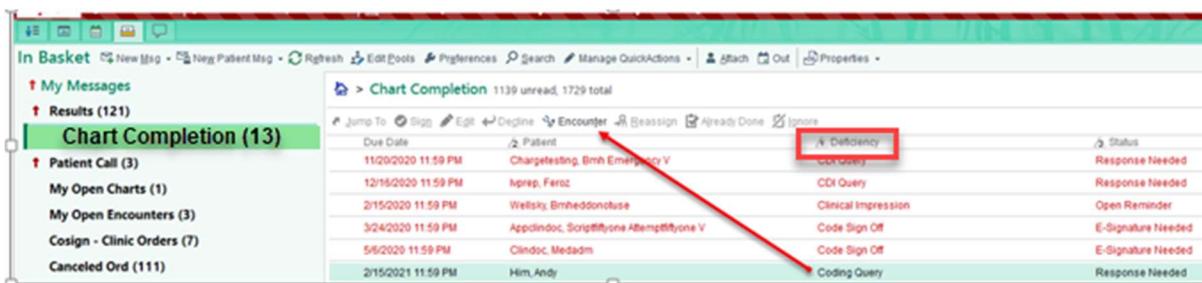
### How to respond to a coding query

1. Access the **InBasket**
2. Click the **Chart Completion folder** (this contains messages from HIM)
3. Use the sort option to sort by Deficiency, then locate the “Coding Query”



Additionally, you can sort the Chart Completion folder by clicking on “Deficiency” to sort all of the deficiencies alphabetically.

4. **Single click** on the Coding Query to open the query report to the right side of the screen
5. Next, you will need to click **Encounter**  to open to the Summary Overview, **Encounter** will be grayed out until you **single click** on a patient's name: (this may be on the side bar)



6. After clicking Encounter, the Summary Overview will open and the Sidebar will contain a tab labelled **To Do** which contains the Coding Query.

7. There are two options at this point, which are **Request Clarification** and **Respond with New Note**. You will need to select one of these to complete the Coding Query.

**Request Clarification** is similar to what the legacy system referred to as Return to HIM. Use this to communicate to the Coder if you do not fully understand what is being requested of you.

**Respond with New Note** will allow you to select the Type of Note that you want to respond with; which will include the options to Pend, Sign or Cancel.

Heart Failure Clarification - A minute ago

From: Coder Him  
 To: Attending Physician Inpatient, MD

Query

By submitting this query we are seeking further clarification of documentation to accurately reflect all conditions that you are monitoring, evaluating, treating or that extend the hospitalization or utilize additional resources of care. Please utilize your independent clinical judgement when addressing the question below.

Dear Dr. IPMD,

Patient admitted for CHF. Per documentation in the medical record, patient has Congestive heart failure, documented in the discharge summary.

Clinical Indicators in the Echo.

Based on your clinical judgement, please clarify the type and/or acuity of the diagnosis of Congestive heart failure:

- (Acute/Chronic/acute on chronic) (Systolic CHF/CHFrEF) - please choose appropriate
- (Acute/Chronic/acute on chronic) (Diastolic CHF/CHFpEF) - Please choose appropriate

Sincerely,  
 Coder Him  
 HIM Coding Specialist

Please direct questions to Justine A. Whitman, Corporate HIM IP Coding Manager (716)-560-2131

**Request Clarification** **In the To Do tab, you will be presented with these options:** **Respond with Note**

- Request Clarification
- Respond with New Note

8. **Nothing is resolved in the chart if you just reply to the message. Coding and CDI queries require edits to a Note or writing a New note in response to the question.**

9. The note will be signed and saved, the message will drop off the **To Do** pane AND it will drop off the message list from the In Basket.

10. The Coder will review the response in the Progress Note/addendum. If the query response has been satisfied, the deficiency will be completed and the Account will drop to the Coders' Priority work queue list.

11. If the response does not satisfy the query, the coder may send you an additional query.

**THANK YOU** for your help. If you have any further questions, please contact:

Justine Whitman, HIM Inpatient Coding Manager (716) 560-2131