I can't find my patient's clinical note!

07/08/2024 8:01 pm EDT

If you are unable to find your patient's clinical note, the most likely scenario is that the associated appointment was deleted and therefore the clinical note attached to that appointment was also deleted.

To verify that this was the cause follow these steps:

1. Go to Clinical > Audit Log

Clinical	Patients	Reports	Billing			
FORM TOO	LS					
Form Build	der					
Library						
Archive						
Form Reo	rder					
Complete	Note Forma	t				
onpatient	Forms					
Macro But	ttons					
Document	Document Management					
CLINICAL						
Clinical No	otes					
Audit Log						
CDS Rule	S					
Inventory	Managemen	t				
Patient Ed	lucation Mar	nagement				
Patient Ec		nagement				
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CQM Value Set

2. Search for the Patient's Name. Make sure that the Date Range is correct and select Update Filter.

jenny harris	06/14/2021	06/21/2021	Update Filter
Audit Log Report		* /	•
jenny harris User's Name	(All log types)	21 Update Filter	View Last: Day Week Month Year
Export to File			PAGE 1 🔶

3. If the appointment was deleted there will be a log of the deleted appointment

Audit Log Report

Patient	s Name	User's Name	(All log typ	es)	♥ 06/14/2021	06/21/2021 Update Filter	View Last:	Day	Week	Month	Year
Export to	Export to File								PAGE 1		
Date 🖡	Time	Patient	User	Туре	Action	Details					
06/21/2021	02:34:47 PM	Jenny (Jen) Harris [HAJE00000	1] jamessmith	Appointment	Delete	Deleted Appointment [178671556] 06/21/21 10:23 Jenny (Jen) Harris: from web					
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Action		Deta	ails								
Delete		Dele	ted Appointn	nent [1786]	71556] 06/21/21 1	0:23 Jenny (Jen) Harris: from web					

If you need to recover the appointment (and clinical note), learn how to here.