Patient Chart Problem List

Last modified on 08/08/2025 3:05 pm EDT

Select this link to watch a video with step-by-step instructions.

Active problems | Inactive and resolved problems | Add a problem

The **Problem List** provides users with flexibility and clear visibility into their patients' conditions. Providers can easily add, edit, or remove problems, ensuring they have up-to-date, comprehensive information on all active health concerns.

Problem List Add Problem A Print Active 2 Inactive & Resolved Audit Log No Active Problems Problem Notes **Onset Date** Action Diabetes mellitus due to underlying condition with hyperosmolarity without nonketotic hyperglycemic-.... hyperosmolar coma (NKHHC) ICD-10 E08.00 Drug or chemical induced diabetes mellitus with ~ 1 hypoglycemia with coma 1-2 of 2 items You have reached the end.

Active problems

- Active problems appear in the order that they are sorted in the patient's chart.
- The number of problems appears on the Active tab.
- The number of active problems appears on the **Problem List** tab in the patient chart sidebar.
- Hover over the drag dots icon ⁱⁱ (the cursor changes to a grab cursor) and then drag and drop to reorder the menu list.

Label/Icon/Checkbox	Description
Print	Print the active or full (active, inactive, and resolved) problem list
Add Problem	See Add a problem
Problem	Problem description, ICD-10 code, CPT code, and SNOMED code
Notes	Additional documentation associated with the problem
Onset Date	Date when the problem started
No Active Problems	Select the checkbox if the patient has no problems.
1	Edit the problem status (active, inactive, or resolved), onset date, associated appointment, and notes
	Select 😬 to open the dropdown with additional actions
Check Problem Info	Open the National Library of Medicine (Medline Plus Connect) website to an information page about the problem
Download HL7 2.5.2 File	Download the HL7 2.5.2 file
Delete Problem	Delete the problem

Inactive and resolved problems

The number of problems appears on the Inactive & Resolved tab.

The table below includes only the elements that differ from the Active tab.

Label/Icon/Checkbox	Description
Abatement Date	Date when the problem was alleviated or when it was resolved
Reactivate	Reactivate the problem
More	Select More to open the dropdown with additional actions

Add a problem

1. Select the Problem List tab in the patient chart sidebar.

The Add Problem window opens.

- 2. Search and select the problem.
- 3. Select the status.
- 4. Select the onset date and, if the problem is inactive or resolved, select the abatement date.
- 5. (Optional) Select the associated appointment or notes.
- 6. Select Save & Add Another or Add Problem.

Add Problem			>
Problem *			
Sore throat - chronic			× •
ICD-10: J31.2 SNOMED: 301365009			
Status *			
Active Inactive Resolved			
Onset Date *			
04/21/2025			
Appointment			
04/24/2025, 4:30 PM			× -
Notes			
	Cancel	Save & Add Another	Add Problem

Frequently used problems

• The frequently used problem list is an auto-generated list, updated nightly, of your top 15 most commonly used problems, created without requiring any setup.

- This list is based on your activity in the system and isn't patient-specific, so it stays the same across all patient charts.
- A problem is included if you have added it to a patient chart at least five times.

Add Problem		,
Proble		
Sear	rch	
Fre	quently Used	
g	Asthma disturbing sleep ICD-10: G47.9 SNOMED: 170631002	
~	Essential (primary) hypertension	

Duplicate checking

- You are alerted when you try to add a duplicate problem. The **Duplicate Problem** window opens.
- You can cancel the action or update the existing entry with new information, overwriting the old data.
- The system checks active, inactive, and resolved problems for duplicates.

Duplicate Problem ×			
We found the same problem in the patient's problem list. Do you want to update the problem? Acute cough ICD-10: R05.1			
	Current Problem	Updated Problem	
Status	Resolved	Active	
Abatement Date	04/23/2025	Not applicable	
Onset Date	04/17/2025	06/25/2025	
Appointment	04/24/2025, 1:00 PM	None	
Notes	None	None	
		Cancel Update Problem	

Problems from external sources

When problems from external sources require reconciliation, you are notified through the **Clinical Dashboard**, prompting you to review and these updates in the **Problem List**.

Audit log

Select the Audit Log tab to view the actions and changes to the Problem List.

Problem List						
Active 1	Inactive & Resolved 1		Audit Log			
Action	User	Date	Log			
Delete Problem Psoriasis vulgaris	Thomas Provider	06/25/2025, 8:10 PM				
Create Problem Psoriasis vulgaris	Thomas Provider	06/25/2025, 8:10 PM	 Changed "Snomed Ct Code" from "" to "200975007" Changed "Title" from "" to "Psoriasis vulgaris" Changed "Lot10 Code" from "" to "L40.0" Changed "Date Onset" from "None" to "2025- 06-25 00:00:00" Changed "Date Diagnosis" from "None" to "2025-06-25 00:00:00" 			
Create Problem Acute cough	Thomas Provider	06/25/2025, 8:01 PM	 Changed "Status" from "Active" to "Resolved" Changed "Title" from "" to "Acute cough" Changed "Icd10 Code" from "" to "R05.1" Changed "Date Onset" from "None" to "2025-04-17 00:00:00" Changed "Date Diagnosis" from "None" to "2025-06-25 00:00:00" 			