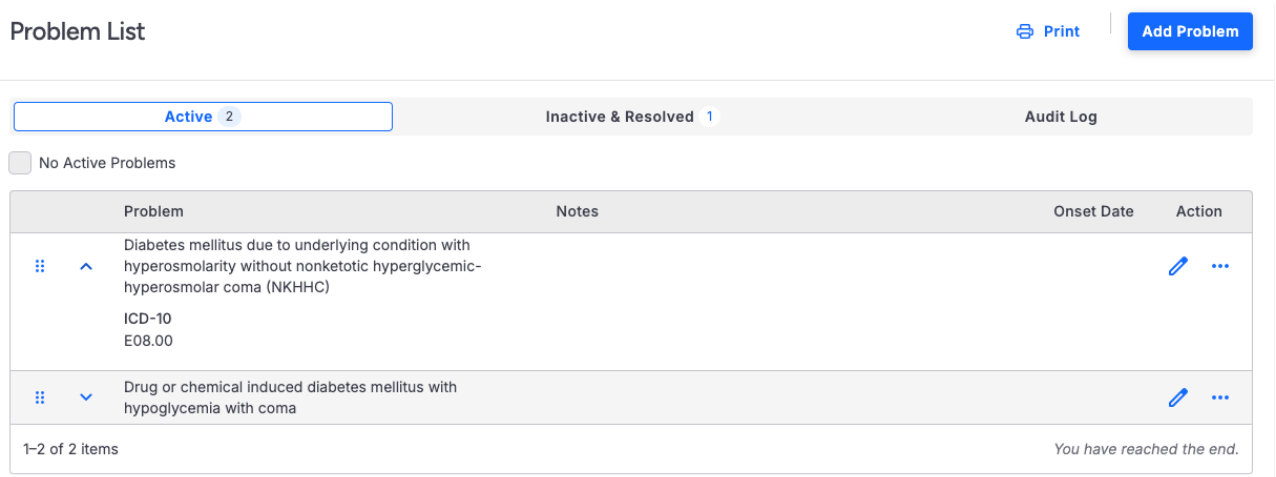
Patient Chart Problem List

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.



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 ⠿ (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.
✎	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.

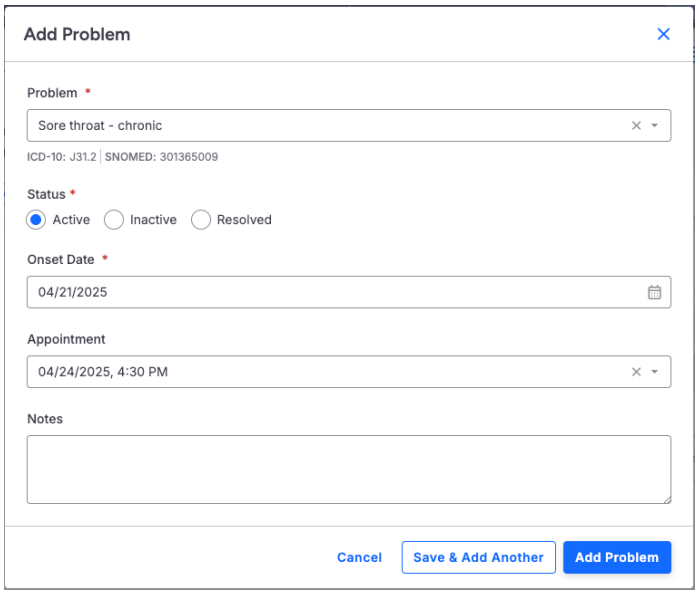
> The table below includes only the elements that differ from the **Active** tab.

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.

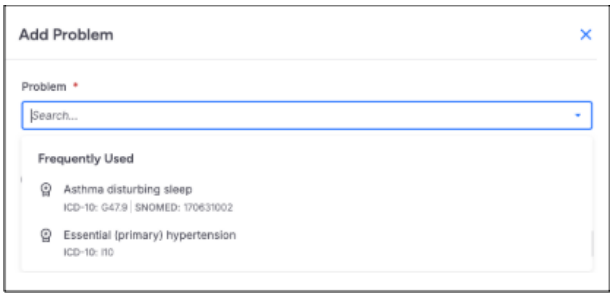
   The **Add Problem** window opens.
2. Search and select the problem.
3. Select the status.
4. Select the onset date and, if the problem is inactive or resolved, select the abatement date.
5. **(Optional)** Select the associated appointment or notes.
6. Select **Save & Add Another** or **Add Problem**.



Frequently used problems

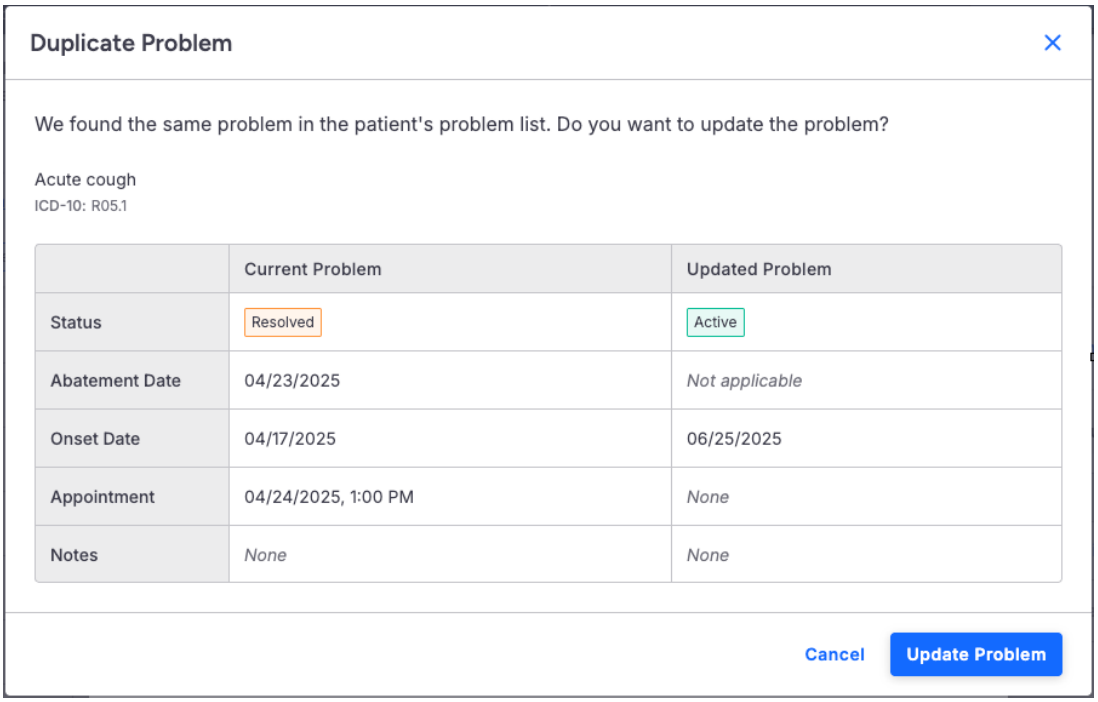
- The frequently used problem list is an auto-generated list, updated nightly, of your top 15 most commonly used problems, created without requiring any setup.

- 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.



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.

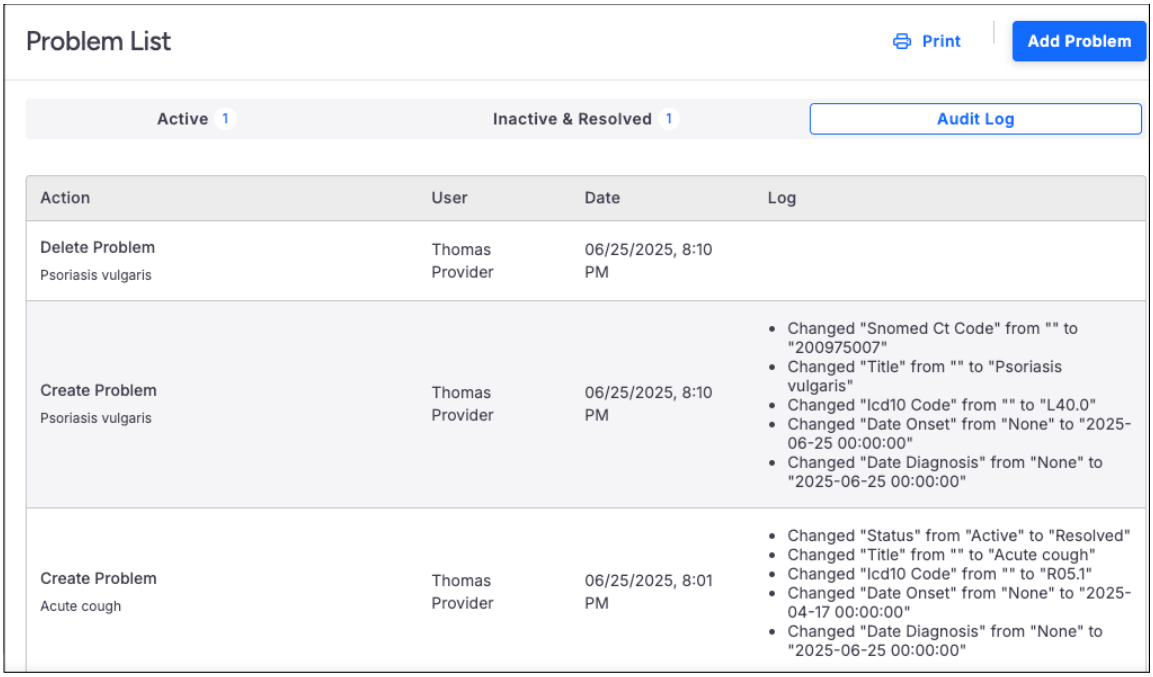


Problems from external sources

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
Print
Add Problem
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 "Icd10 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"