Fixing errors before signing

If Fluency Flex identifies an issue with your document, it presents a badge on the Sign button. Prior to signing a document, you should review and fix the issues.

Fixing issues identified by a red warning badge

When Fluency Flex presents a red warning badge on the Sign button, the document contains errors that you must fix before signing it.

To fix issues identified by a red warning badge:

1. If the document is already open and you are in the process of editing it, Fluency Flex presents a red warning badge on the Sign button when it contains errors that must be fixed before signing. Click the red badge to see the issues you must fix before signing the document.
   Click the red badge to see the issues:
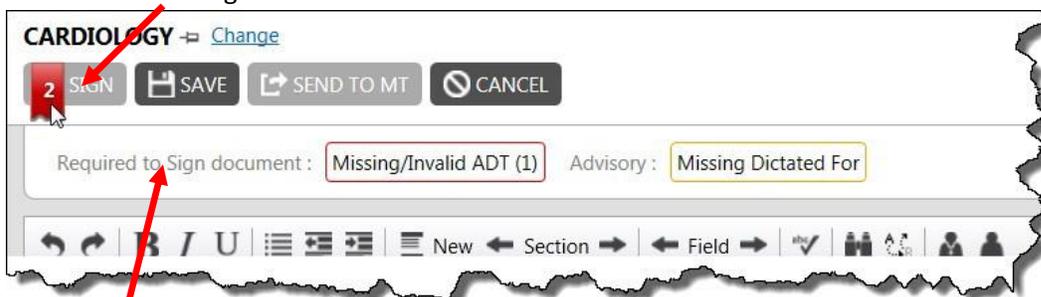
   The 'Required to Sign document' section lists the issues you **must** fix in the document before signing it. In the example above, the document is either missing ADT data, or the existing data is invalid. , and it is missing a required 'Dictated For' cosigner.

2. To fix an error, click the error message in the 'Required to Sign document' section. For example, to fix errors labeled "Missing/Invalid ADT," click the error message itself. When clicked, Fluency Flex opens the Patient Details panel and highlights the appropriate ADT field, like the following example:

3. Each time you fix an error, Fluency Flex removes it from the list. When you fix all errors, Fluency Flex removes the red warning badge from the Sign button. Note, however, that it may present an orange advisory badge, as described in the following section.

Fixing issues identified by an orange advisory badge

When Fluency Flex presents an orange advisory badge on the Sign button, the document contains issues that you should consider reviewing before signing the document. You can either choose to fix the issues prior to signing or ignore them.

To fix issues identified by an orange advisory badge:

1. If the document is already open and you are in the process of editing it, Fluency Flex presents an orange advisory badge on the Sign button when it contains issues you should consider reviewing and fixing before signing the document.

   Click the orange badge to see the issues:
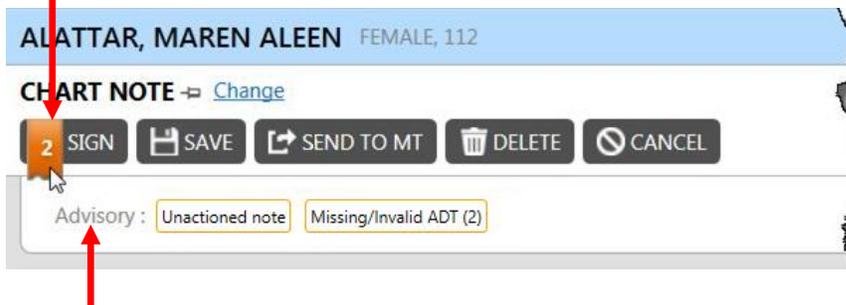
   The 'Advisory section' lists issues you should consider fixing before signing the document. In the example above, the document contains 'Unactioned note' indicating you have notes in the 'Document Details' panel that should   be deleted, and a 'Missing/Invalid ADT' note indicating either missing ADT data, or the existing data is invalid.

2. To fix an issue, click the error message in the Advisory section.
   For example, click the 'Missing/Invalid ADT (2)' notification to view the ADT marker in the Patient Details panel.
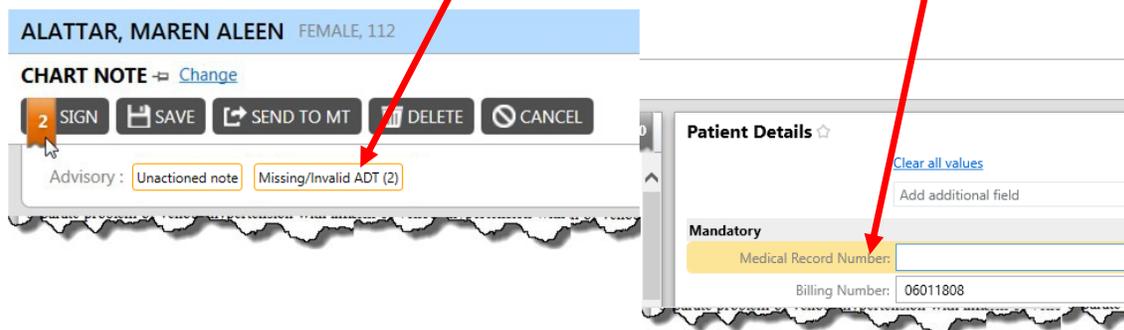
   In this example, you would delete the insert the correct MRN.

   As you fix issues, Fluency Flex removes the advisory notifications from the list. When you fix all issues, Fluency Flex removes the orange badge from the Sign button.

Note: You can also sign documents with 'Advisory' notifications without fixing them. To sign a document without fixing the issues, click Sign. Fluency Flex presents the following message:
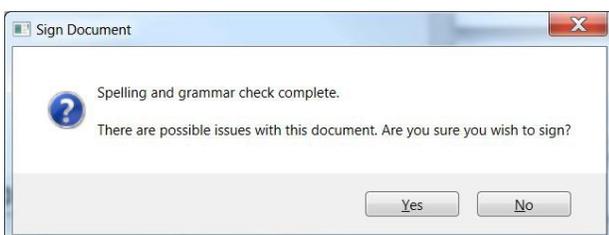
If you do not want to fix the issues, click 'Yes' to sign the document.

CAUTION:
If you do not correct ADT issues, the report may not distribute, and will be delayed in the Hold Queue.
For example, no/incorrect:
- MRN
- Name
- Date of Service