

Who to Call

If you have specific questions about records, call the numbers below.

- For charts prior to September 2009, call 939-9615
- For copies of records, call 939-9702
- For coding questions, call 939-9619
- For information on completing a chart, call 939-9704
- For release of information, call 939-9702
- For charts for research, call 939-9519

Frequently Asked Questions

Can I access ChartMaxx from home?

- Yes. You can access ChartMaxx through the Physician's Portal, but you must request this access from the CSD at 939-6568.

I've received a deficiency that is not mine. What do I do?

- While viewing the deficiency in ChartMaxx Completion, click on the *Reject* button at the bottom of the screen. You'll need to select a reason and/or type a comment in the optional note box.

If I forget my logon password or my signature password for ChartMaxx, who can reset it for me?

- Call the Customer Support Desk at 939-6568.

How often do I have to change my password in ChartMaxx?

- You will be required (and prompted) to change your password every 90 days.

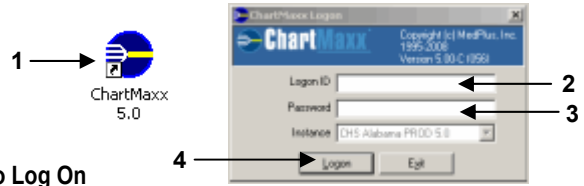
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For Help Contact:

CHS Customer Support Desk
939-6568 or helpdesk@chsys.org

Completion QuickStart Reference

Access ChartMaxx



To Log On


1. Double-click the desktop ChartMaxx icon.
2. In the *Logon ID* box, type your logon ID.
3. In the *Password* box, type your password.
4. Click *Logon*.

Completion Navigator

To Check your Completion Status

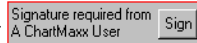
1. In the *Completion Status* area of the ChartMaxx *Main Menu*, review the total number of deficiencies and delinquent deficiencies that appear.
2. If applicable, review your user status in the *Completion Status* area.

To Access Completion Navigator

1. On the *Main Menu*, click *On the Main Menu*, click  *Completion*.
2. Select deficiency types or click *Select All*.
3. Click *Retrieve*.
4. Review and complete deficiencies as needed.


To Complete Deficiencies

Review each deficiency, and do one of the following:

- Click *Sign* or  *Sign*.
- Edit the document and click *Updated*.
- Provide the missing document and click *Completed*.
- Dictate the document, type the date, and click *Dictated*.
- Read the document and click *Reviewed*.
- Click *Reject* and click a reason.

Search for a Chart or Folder

To Search for a Chart or Folder

1. Click  to retrieve a chart or folder.
2. Click the *Basic*, *Advanced*, *My Patients*, *Folder*, or *Import* tab to select a search type.
3. Type search criteria.
4. Click *Search*.
5. Click the chart or folder.
6. Click *Retrieve*.

Common Dictation Work Types

| Type # | Description |
|--------|--------------------------------|
| 000 | History and Physical Exam |
| 001 | Discharge Summary |
| 002 | Operative Report |
| 003 | Progress Note |
| 005 | Surgery Progress Note |
| 006 | Hospitalist History & Physical |
| 008 | Hospitalist Progress Note |
| 040 | Clinic Note/Letter |
| 042 | Operative Note - HSF |

Dictation Work Types for Signature in Logician ONLY

| Type # | Description |
|--------|---|
| 060 | History and Physical (Logician) |
| 061 | Discharge Summary (Logician) |
| 062 | EEG- Ambulatory Report (Logician) |
| 063 | Progress Note (Logician) |
| 065 | EMG Report (Logician) |
| 066 | H & P Hospitalist (Logician) |
| 068 | Progress Note – Hospitalist (Logician) |
| 070 | Progress Note – Bone Marrow Tx (Logician) |
| 071 | EEG Report (Logician) |
| 072 | EEG – Video Report (Logician) |
| 073 | Progress Note – Intensive Care (Logician) |
| 074 | Overnight Polysomnography (Logician) |

Chart Messaging

To Check for New Messages







1. Log onto ChartMaxx.
2. In the *Chart Messaging Status* area on the *Main Menu*, check the number of unread messages that appear.
3. Click  from the *Main Menu*, *Chart Navigator*, or *Chart Completion*.

Chart Messaging Toolbar Buttons

| Icon | Definition |
|---|---|
|  | Click to open the <i>New Message</i> dialog box where you can compose and send a new message to another ChartMaxx user. |
|  | Click to delete any message from your inbox or sent items. |
|  | Click to forward any message in your inbox. |
|  | Click to respond to any message in your inbox. |
|  | Click to print any message from your inbox or sent items if you have a printing permission and access to a printer. |




Remember:

You are responsible for what is done while logged in with your Logon ID in ChartMaxx. ALWAYS log off or use the lock feature when stepping away from the computer for any length of time.

Bookmark Documents

To Add a Bookmark



1. Scroll through the document until you find the page you want to bookmark.
2. While viewing the correct page, click .

To View a Bookmark

1. Locate the bookmark in the chart table of contents for the page that you want to reference.
2. Click the bookmark.

Edit Documents

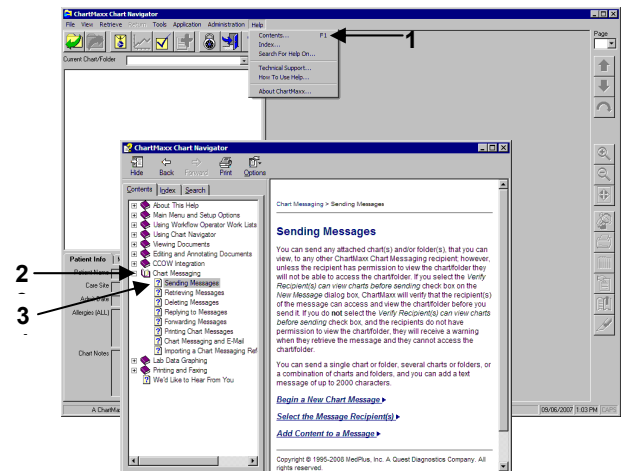
To Edit a Document

1. Click .
2. Use the word processing tools to make changes.
3. When finished, click  again.
4. Click *Yes* to save your changes.



ChartMaxx Help

ChartMaxx help provides assistance that you can access as you work in any ChartMaxx application.

Each ChartMaxx application contains help files that provide an overview of the application, a description of what you can do in the application, and step-by-step instructions for completing specific tasks. You can access application help from an application's main window. When you access application help, you can browse topics, use an index to locate a topic, or search for a specific topic.



To Browse the Online Help

1. On the application menu bar, click *Help > Contents*.
2. Double-click a book , or click the plus/minus icon next to it, to expand or collapse a book.
3. Click any listed book or topic .

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