

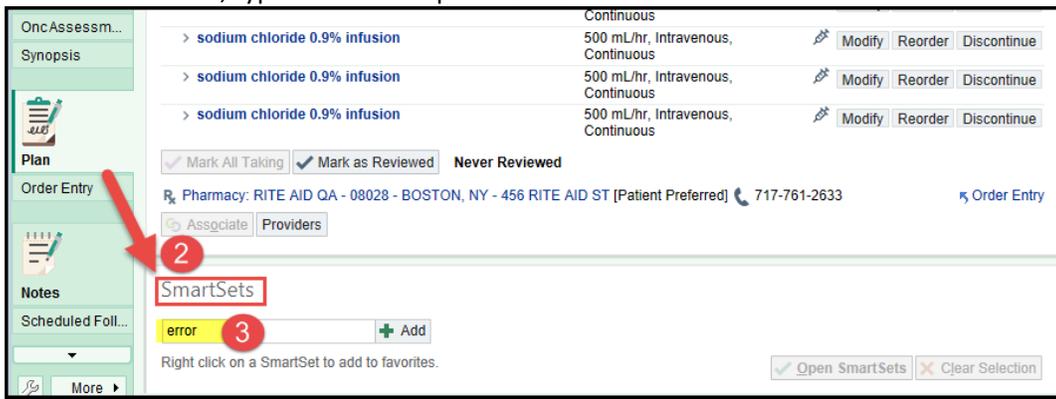
Closing an Encounter Opened in Error

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Once an encounter is opened, it must be closed properly. This includes encounters that are opened by mistake. These “erroneous encounters” can be closed fairly easily using the steps outlined below.

Try It Out!

1. Open the Encounter
2. From the **Plan** activity and go to the **SmartSets** section
3. In the **Search** field, type “error” and press **ENTER**.



The screenshot shows the 'Plan' activity interface. The 'SmartSets' section is active, displaying a search field with the text 'error'. A red arrow points to the 'SmartSets' tab, and another red arrow points to the search field. The 'Erroneous Encounter' SmartSet is pre-selected. The interface also shows a list of SmartSets, a search field, and buttons for 'Open SmartSets' and 'Clear Selection'.

4. The Erroneous Encounter SmartSet is pre-selected for you. Click **Open SmartSets**.



The screenshot shows the 'SmartSets' section with the 'Erroneous Encounter' SmartSet pre-selected. A red arrow points to the 'Open SmartSets' button. The interface also shows a search field, a list of SmartSets, and buttons for 'Open SmartSets' and 'Clear Selection'.

- The SmartSet is configured to complete all the necessary documentation for you. The only thing you need to do is click, **Sign**. You can do this either at the top or bottom of the SmartSet.

The screenshot shows the 'SmartSets' interface. At the top, there is a search bar and a '+ Add' button. Below that, the 'Erroneous Encounter' SmartSet is selected. The interface includes buttons for 'Associate', 'Providers', 'Pharmacy', 'Remove', 'Pend', and 'Sign'. The 'Sign' button is highlighted with a red box, and a red arrow points to it from the right side of the screen. The main content area is divided into sections: 'Documentation' (with 'Progress Notes' and 'Erroneous Encounter Note'), 'Diagnoses' (with 'ERRONEOUS ENCOUNTER--DISREGARD'), 'Other Orders' (with 'Reason For Visit' and 'Error'), and 'Level of Service' (with 'Erroneous Encounter' and 'Erroneous encounter - disregard [ERR1]'). At the bottom, there are 'Additional SmartSet Orders' and another set of 'Sign' and 'Pend' buttons.

- Click **Sign Encounter**.

The screenshot shows a vertical menu with the following items: 'Notes' (with a notepad icon), 'Wrap-Up' (with a calendar icon), 'Communicatio...', 'Sign Encounter' (highlighted with a red box), 'Customize' (with a gear icon), and 'More' (with a right-pointing arrow).