


Voiding Professional Fees Incorrectly Placed

In the event you add an incorrect charge to your patient's account, you will need to void the charge and add the correct one.

NOTE: Should you identify the error immediately you may simply void the charge order and place the correct one at time of discovery, eliminating the Discern Notification portion of the learning below.

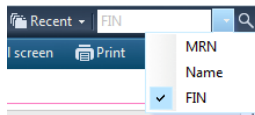
However, if you do not recognize the incorrect charge, you will be notified through a Discern Notification  (located in the tray on the lower right corner of screen). By clicking on the Discern Notification icon, you will obtain the details of the error and will need to resolve the notification following the below actions.

To Rectify an Incorrect Charge

1.
 - a. From the Discern Notification, click the PowerChart hyperlink to take you directly to the order of concern.



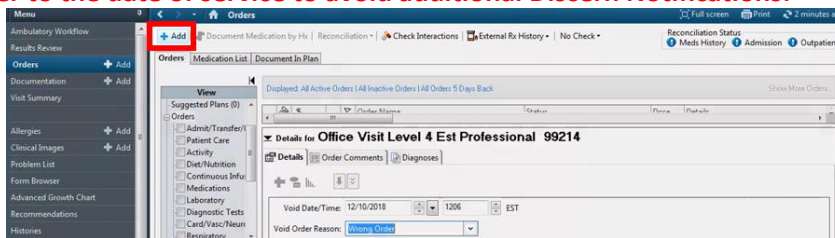
- b. In the event that you have immediately discovered the error (no discern notification) you must locate the patient by searching for FIN or patient identifier information to enter the chart.



2. Click on **Orders** from the Menu bar, this will open all orders previously placed on this patient's encounter.
3. Review the Orders to find the one you wish to correct, **right-click** the order name.



4. Select **Void**
5. You are prompted to fill in a **Void Order Reason**; choose the correct response from the drop down menu.
6. At this time, add the correct professional fee through the **Add** order button within the same screen, **remember to backdate the order to the date of service to avoid additional Discern Notifications.**



7. **Sign** the orders. This will complete the actions needed for voiding the incorrect charge and placing the correct charge.
8. You may **Refresh** the screen to review the changes.

Now that Professional Fees are correct, you must RESOLVE your Discern Notification

1. Click on the Discern Notification Icon in the lower banner of PowerChart
2. Place a **comment** that you resolved the incorrect charge, if applicable
3. Click **Resolve** to close the Discern Notification.

