

MEDVIEWER – REPORT A FILING PROBLEM

This allows you to send a report automatically to the Health Records team if a selected Page or Bundle has been filed incorrectly within the system.

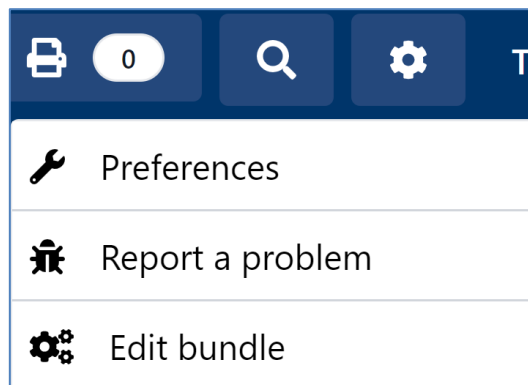
This function is not designed for raising Training/IT issues and should only be used should you need to report:

- A Misfiled Page/Bundle
- A Poor Quality Scan
- An Unidentified Page that requires re-labelling, to improve filtering

After selecting the Page or entire Bundle that has an issue, click on the **Cog** icon in the Banner



The **Settings** menu displays:



Edit Bundle is only seen if you are authorised to do so!

Click on **Report a Problem**

The **Report a Problem** pop-up window displays:

	The selected Page or Bundle appears at the top.
Click on and then select the appropriate Problem from the drop-down list	<p>Options include:</p> <ul style="list-style-type: none"> • Document incorrectly filed • Incorrect document classification • Unidentified document classification • Other <p>Add any free text to add further context for this problem at the bottom.</p>
Click Submit to send this to the Health Records team that deals with these issues	The appropriate Health Records team receives this report by into the Team’s inbox to allow them to resolve the issue. The link in the email enables them to jump straight to the Page or Bundle in the system.