



OnBase HIM Deficiencies

When logged into HealthBridge, you will be presented with the Providers Deficiencies pop up window which replaces the Signature Manager pop up window

The screenshot shows a 'Provider Deficiencies' window. It has a title bar with a close button. Below the title bar is a section titled 'Address Deficiencies' with the instruction 'Open each manager separately to address each type of deficiency. They will open in a new tab'. This section contains two columns of deficiency counts: 'Missing Document' (8), 'Missing Signature' (11), 'Missing Information' (11), and 'Physician Queries' (1). Below these counts are two buttons: 'Launch Sunrise HIM Deficiencies' (callout C) and 'Launch Signature Manager' (callout D). A red box labeled 'A' encompasses the deficiency counts, and another red box labeled 'B' encompasses the two launch buttons. Below the 'Address Deficiencies' section is a 'Skip Deficiencies' section with the instruction 'A reason is required to continue without addressing deficiencies.' It includes a 'Select Reason:' dropdown menu (currently showing 'Select Reason for Skipping'), an 'Additional Comments (Optional):' text area, a 'Need Help?' link, and a 'Close' button.

Deficiency Type	Count
Missing Document	8
Missing Signature	11
Missing Information	11
Physician Queries	1

Launch Sunrise HIM Deficiencies (Total Deficiencies)

Launch Signature Manager (Total Signatures)

Skip Deficiencies
A reason is required to continue without addressing deficiencies.

Select Reason:
Select Reason for Skipping

Additional Comments (Optional):

[Need Help?](#) Close

Label	Description
A	HIM Request These requests are pertaining to scanned documents only. There will be four deficiency types requested by HIM <ul style="list-style-type: none">Missing Documents: (Doc) Scanned documents are missing pages or entire documentsMissing Signature: (Sign) Scanned documents are missing signaturesMissing Information: (Info) Areas of a scanned document are missing informationPhysician Queries: (PhysQuery) Information provided on scanned documents are not clear
B	Signature Manager Request These requests are pertaining to Healthbridge Clinical documents only.
C	Click to launch the HIM Deficiencies tab
D	Click to launch the Signature Manager window



Him Deficiencies tab

Surprise HIM Deficiencies

Chart ID # Document Type Deficiency Date Deficiency Type Patient Last N Patient First N Status Delinquency Level

1736403 Abdominal 12/6/2025 Doc ONBASE INPATIENT Pending/Complete Incomplete

1736411 GENERAL SURGERY / SURGICAL REPORT 7/30/2025 PhysQry ONBASE INPATIENT Pending/Complete

1736431 MR - Physician Query 7/30/2025 Sign ONBASE INPATIENT Pending/Complete

1736411 Consultation Initial Note 7/31/2025 Sign ONBASE INPATIENT Pending/Complete

1736411 CONSENT FOR ECT 7/31/2025 Sign ONBASE INPATIENT Pending/Complete

1736587 Consultation Initial Note 7/31/2025 Sign ONBASE INPATIENT Pending/Complete

1736590 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE INPATIENT Pending/Complete

1736589 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE INPATIENT Pending/Complete

1736588 GENERAL CONSENT 7/31/2025 Doc DNU-ONBASE INPATIENT Pending/Complete

1736588 General Discharge Summary 7/31/2025 Doc DNU-ONBASE INPATIENT Pending/Complete

9147022 Admission Note - H&P 7/31/2025 Doc ONBASE AMBULATORY Pending/Complete

1736591 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736591 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736591 Consultation Initial Note 7/31/2025 Sign DNU-ONBASE INPATIENT Pending/Complete

1736591 Progress Note, Adult 7/31/2025 Sign DNU-ONBASE INPATIENT Pending/Complete

1736590 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736590 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736590 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736591 GENERAL CONSENT 7/31/2025 Doc DNU-ONBASE INPATIENT Pending/Complete

1736590 Consultation Initial Note 7/31/2025 Sign DNU-ONBASE INPATIENT Pending/Complete

1736590 Progress Note, Adult 7/31/2025 Sign DNU-ONBASE INPATIENT Pending/Complete

1736589 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736589 Surprise Patient Summary 7/31/2025 Info DNU-ONBASE INPATIENT Pending/Complete

1736589 Event Note 7/31/2025 Sign DNU-ONBASE INPATIENT Pending/Complete

1736589 Progress Note, Adult 7/31/2025 Sign DNU-ONBASE INPATIENT Pending/Complete

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Missing Document

Deficiency Text:
Please add this document.

Save Complete Refuse

Deficiency Text:
Please add this document.

Save Complete Refuse

Label	Description
A	Total Deficiency Count
B	Deficiency type column: Doc, Sign, Info, PhysQry
C	Patient in context, clicking the patient will display the patients scanned documents
D	Deficiency Text Description of deficiency entered by HIM
E	Save Click after you have made the required change
F	Complete After saving the required changes, click to mark as completed
G	Refuse Click to refuse the requested changes
H	Slider Resize the left and right panel



Sign

When a signature is missing, click the Green check button to digitally sign the document or click the red X button to reject signing the document

Sunrise HIM Deficiencies

Physician, SUNYDMC

Signature

ONBASE, 99 VISIT 2/11/1979

Chart ID #	Document Type	Deficiency Del	Deficiency Typ	Patient Last N	Patient First N	Status	Deficiency L
1739611	GENERAL SURGERY / SURGICAL REPORT	7/30/2025	Doc	ONBASE	99 VISIT	Pending/Complete	
1739631	MR - Physician Query	7/30/2025	PhysQry	ONBASE	INPATIENT	Pending/Complete	
1739611	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739611	CONSENT FOR ECT	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739587	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739590	Admission Note - H&P	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Admission Note - H&P	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739588	GENERAL CONSENT	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739588	General Discharge Summary	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
9142922	Admission Note - H&P	7/31/2025	Doc	ONBASE	AMBULURG	Pending/Complete	
1739591	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739591	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739591	Consultation Initial Note	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739591	Progress Note, Adult	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739591	GENERAL CONSENT	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Consultation Initial Note	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Progress Note, Adult	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Event Note	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	

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Consultation Initial Note - Status: Visit # 1739611 - Admit Date: 6/21/2025 - MRN: 9994168 - PT. Name: ONDA...

Mr. The patient is a 50 year(s) old Male and was seen by me at 06:21:2025 10:11.

Home Medications:
Outpatient Medication(s) Written:
Outpatient Medication Status not yet specified
Physical Exam:

Vitals:
Patient Data
Vital Signs Last Charted: No VS Observations found.

Active Medications:
Patient Data
No Active medication orders.

Electronic Signatures:
Physician, SUNYDMC, 9994168 (Signed 06/23/2025 10:12)
Authored: Source of Consultation, Reason for Consultation, I/P, Physical Exam

Last Updated: 06/23/2025 10:12 by Physician, SUNYDMC, 9994168

Deficiency Text:

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Deficiency Text: [Green Check] [Red X]

Doc

When a document is missing,

1. Find the patient
2. use the Enter Document tool to create the document in question.



Enter
Document

3. Once that is completed, click the Green check button to mark the document as completed or click the red X button to reject adding the document

Sunrise HIM Deficiencies

Physician, SUNYDMC

Missing Document

ONBASE, 99 VISIT 2/11/1979

Chart ID #	Document Type	Deficiency Del	Deficiency Typ	Patient Last N	Patient First N	Status	Deficiency L
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1739611	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
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1739587	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739590	Admission Note - H&P	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Admission Note - H&P	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739588	GENERAL CONSENT	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
1739588	General Discharge Summary	7/31/2025	Doc	DRU-ONBASE	99 VISIT	Pending/Complete	
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1739591	Consultation Initial Note	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739591	Progress Note, Adult	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
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1739590	Consultation Initial Note	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739590	Progress Note, Adult	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Sunrise Patient Summary	7/31/2025	Info	DRU-ONBASE	99 VISIT	Pending/Complete	
1739589	Event Note	7/31/2025	Sign	DRU-ONBASE	99 VISIT	Pending/Complete	

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Missing Document

Deficiency Text:

Need document added to chart.

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Deficiency Text: [Green Check] [Red X]



Info

The rectangular box with the document icon indicates where the missing information is needed. At the bottom of the screen is where you will place the missing information. Click the check box after completion or the red X to reject

The screenshot displays the Sunrise HIM Deficiencies interface. On the left, a table lists deficiencies with columns for Chart ID, Document Type, Deficiency Date, Deficiency Type, Patient Last Name, Patient First Name, Status, and Delinquency. The right panel shows a patient summary for SUNY Downstate Medical Center, including admission and discharge dates. At the bottom, a 'Missing Information' field is highlighted with a red arrow, and a document icon in the patient summary panel is also highlighted with a red arrow.

Chart ID #	Document Type	Deficiency Date	Deficiency Type	Patient Last N	Patient First N	Status	Delinquency L
1739611	GENERAL SURGERY / SURGICAL REPORT	7/30/2025	Doc	ONBASE	99 VISIT	Pending/Complete	
1739611	MR - Physician Query	7/30/2025	PhysQry	ONBASE	INPATIENT	Pending/Complete	
1739611	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739611	CONSENT FOR ECT	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739587	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739590	Admission Note - H&P	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
1739589	Admission Note - H&P	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
1739588	GENERAL CONSENT	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
1739588	General Discharge Summary	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
9142922	Admission Note - H&P	7/31/2025	Doc	ONBASE	AMBSURG	Pending/Complete	
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1739591	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
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1739589	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
1739589	Event Note	7/31/2025	Sign	DNV-ONBASE	99 VISIT	Pending/Complete	

Deficiency Text: Missing Date

Missing Information: missing info goes here

PhysQry

On the top right panel, HIM will display their Query in the Physician Query field and you will be able to respond in the Physician Response field. Click the check box after completion or the red X to reject

The screenshot displays the Sunrise HIM Deficiencies interface. On the left, a table lists deficiencies with columns for Chart ID, Document Type, Deficiency Date, Deficiency Type, Patient Last Name, Patient First Name, Status, and Delinquency. The right panel shows a physician query for a patient with MRN 1739631. The 'Physician Query' field contains the text 'Can you please explain why this was done.' and the 'Physician Response' field contains the text 'Rejecting this.'.

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1739611	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739611	CONSENT FOR ECT	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739587	Consultation Initial Note	7/31/2025	Sign	ONBASE	99 VISIT	Pending/Complete	
1739590	Admission Note - H&P	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
1739589	Admission Note - H&P	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
1739588	GENERAL CONSENT	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
1739588	General Discharge Summary	7/31/2025	Doc	DNV-ONBASE	99 VISIT	Pending/Complete	
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1739590	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
1739590	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
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1739589	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
1739589	Sunrise Patient Summary	7/31/2025	Info	DNV-ONBASE	99 VISIT	Pending/Complete	
1739589	Event Note	7/31/2025	Sign	DNV-ONBASE	99 VISIT	Pending/Complete	

Physician Query: Can you please explain why this was done.

Physician Response: Rejecting this.