

### 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

Provider Deficiencies

**Address Deficiencies**  
Open each manager separately to address each type of deficiency. They will open in a new tab

Missing Document	<b>8</b>	Missing Information	<b>11</b>
Missing Signature	<b>11</b>	Physician Queries	<b>1</b>
<b>Launch Sunrise HIM Deficiencies</b>		Total Deficiencies	
Sunrise Documents	<b>13</b>	Sunrise Orders	<b>2</b>
<b>Launch Signature Manager</b>		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	<b>HIM Request</b> These requests are pertaining to scanned documents only. There will be <b>four</b> deficiency types requested by HIM <ul style="list-style-type: none"> <li>• Missing Documents: (<b>Doc</b>) Scanned documents are missing pages or entire documents</li> <li>• Missing Signature: (<b>Sign</b>) Scanned documents are missing signatures</li> <li>• Missing Information: (<b>Info</b>) Areas of a scanned document are missing information</li> <li>• Physician Queries: (<b>PhysQury</b>) Information provided on scanned documents are not clear</li> </ul>
B	<b>Signature Manager Request</b> These requests are pertaining to Healthbridge Clinical documents only.
C	Click to launch the <b>HIM Deficiencies</b> tab
D	Click to launch the <b>Signature Manager</b> window



**Him Deficiencies tab**

**Missing Document**

Chart ID #	Document Type	Deficiency Date	Deficiency Type	Patient Last N	Patient First N	Status	Delinquency Level
1739403	Abstract	13/01/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739411	GENERAL SURGERY / SURGICAL REPORT	7/31/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739431	MR - Physician Query	7/31/2025	PhysQry	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739415	Consultation Initial Note	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739411	CONSENT FOR ECT	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739587	Consultation Initial Note	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739590	Admission Note - H&P	7/31/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739589	Admission Note - H&P	7/31/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739588	GENERAL CONSENT	7/31/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739588	General Discharge Summary	7/31/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
9142932	Admission Note - H&P	7/31/2025	Doc	DAU-ONBASE	AMBURG		Pending/Incomplete
1739591	Surveillance Patient Summary	7/31/2025	Info	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739591	Surveillance Patient Summary	7/31/2025	Info	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739591	Consultation Initial Note	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739591	Progress Note, Adult	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739590	Surveillance Patient Summary	7/31/2025	Info	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739590	Surveillance Patient Summary	7/31/2025	Info	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739593	GENERAL CONSENT	7/31/2025	Doc	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739590	Consultation Initial Note	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739590	Progress Note, Adult	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739589	Surveillance Patient Summary	7/31/2025	Info	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739589	Surveillance Patient Summary	7/31/2025	Info	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739589	Event Note	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete
1739589	Progress Note, Adult	7/31/2025	Sign	DAU-ONBASE	99	VISIT	Pending/Incomplete

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**Missing Document**

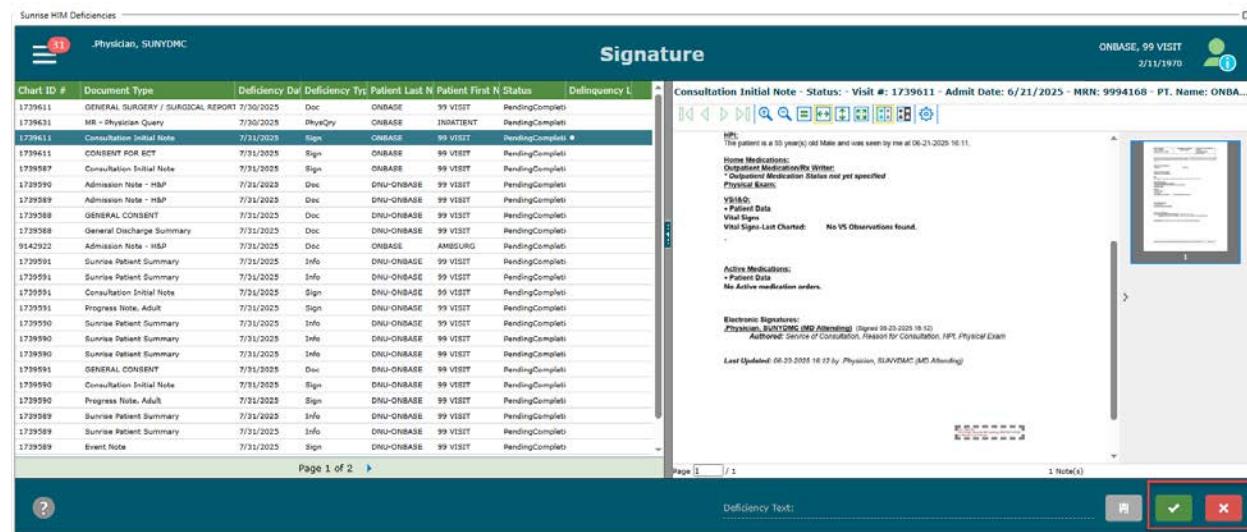
**D** Deficiency Text:  
Please add this document.

**E** **F** **G**

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	<b>Deficiency Text</b> Description of deficiency entered by HIM
E	<b>Save</b> Click after you have made the required change
F	<b>Complete</b> After saving the required changes, click to mark as completed
G	<b>Refuse</b> Click to refuse the requested changes
H	<b>Slider</b> 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



Sunse HIM Deficiencies

Physician, SUNYDMC

Signature

ONBASE, 99 VISIT 2/11/1970

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

1739611 GENERAL SURGERY / SURGICAL REPORT 7/30/2025 Doc ONBASE 99 VISIT PendingComplete

1739611 MR - Physician Query 7/30/2025 PhysQry ONBASE INPATIENT PendingComplete

1739611 Consultation Initial Note 7/31/2025 Sign ONBASE 99 VISIT PendingComplete

1739587 CONSENT FOR ECT 7/31/2025 Sign ONBASE 99 VISIT PendingComplete

1739590 Consultation Initial Note 7/31/2025 Sign ONBASE 99 VISIT PendingComplete

1739590 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

1739589 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

1739588 GENERAL CONSENT 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

1739588 General Discharge Summary 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

9142922 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE AMBURG PendingComplete

1739591 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739591 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739591 Consultation Initial Note 7/31/2025 Sign DNU-ONBASE 99 VISIT PendingComplete

1739591 Progress Note, Adult 7/31/2025 Sign DNU-ONBASE 99 VISIT PendingComplete

1739590 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739590 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739589 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739589 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739589 Event Note 7/31/2025 Sign DNU-ONBASE 99 VISIT PendingComplete

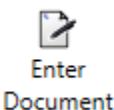
Page 1 of 2

Deficiency Text:

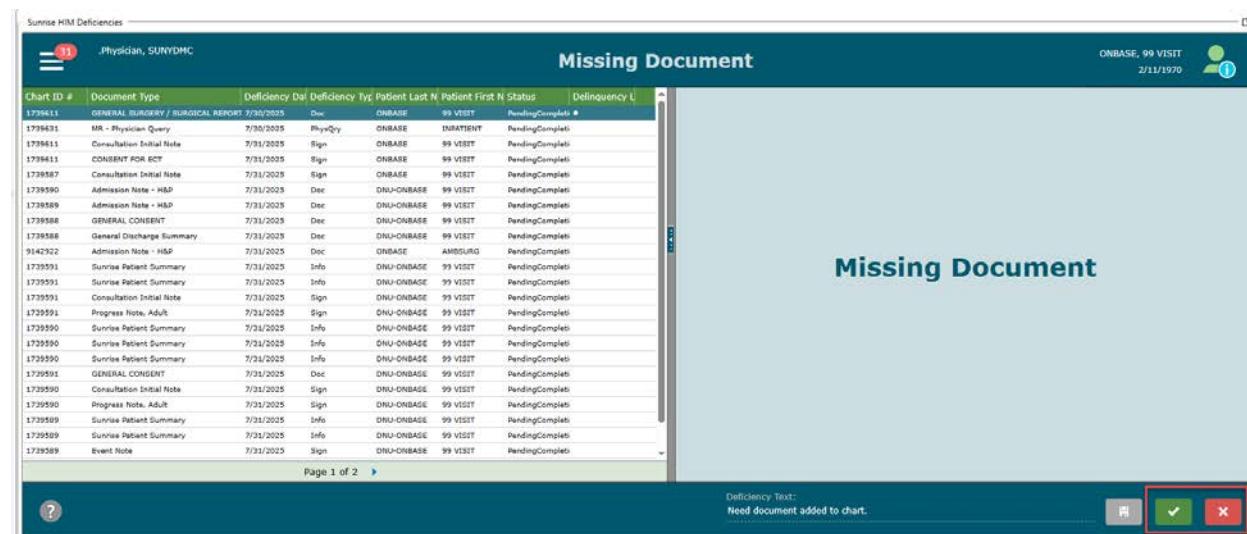
## Doc

When a document is missing,

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



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



Sunse HIM Deficiencies

Physician, SUNYDMC

Missing Document

ONBASE, 99 VISIT 2/11/1970

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

1739611 GENERAL SURGERY / SURGICAL REPORT 7/30/2025 Doc ONBASE 99 VISIT PendingComplete

1739611 MR - Physician Query 7/30/2025 PhysQry ONBASE INPATIENT PendingComplete

1739611 Consultation Initial Note 7/31/2025 Sign ONBASE 99 VISIT PendingComplete

1739587 CONSENT FOR ECT 7/31/2025 Sign ONBASE 99 VISIT PendingComplete

1739590 Consultation Initial Note 7/31/2025 Sign ONBASE 99 VISIT PendingComplete

1739590 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

1739589 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

1739588 GENERAL CONSENT 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

1739588 General Discharge Summary 7/31/2025 Doc DNU-ONBASE 99 VISIT PendingComplete

9142922 Admission Note - H&P 7/31/2025 Doc DNU-ONBASE AMBURG PendingComplete

1739591 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739591 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739591 Consultation Initial Note 7/31/2025 Sign DNU-ONBASE 99 VISIT PendingComplete

1739591 Progress Note, Adult 7/31/2025 Sign DNU-ONBASE 99 VISIT PendingComplete

1739590 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739590 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739589 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739589 Sunrise Patient Summary 7/31/2025 Info DNU-ONBASE 99 VISIT PendingComplete

1739589 Event Note 7/31/2025 Sign DNU-ONBASE 99 VISIT PendingComplete

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Deficiency Text:

## 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

Sunrise HIM Deficiencies 31 Physician, SUNYDMC

## Missing Information

DNU-ONBASE, 99 VISIT  
3/1/1970

Chart ID #	Document Type	Deficiency Date	Deficiency Type	Patient	Last N	Patient First N	Status	Deficiency L
1729611	GENERAL SURGERY / SURGICAL REPORT	7/30/2025	Doc	ONBASE	99	VISIT	PendingComplete	
1729601	MR - Physician Query	7/30/2025	PhysQry	ONBASE	INPATIENT		PendingComplete	
1729611	Consultation Initial Note	7/31/2025	Sign	ONBASE	99	VISIT	PendingComplete	
1729591	CONSENT FOR ECT	7/31/2025	Sign	ONBASE	99	VISIT	PendingComplete	
1729597	Consultation Initial Note	7/31/2025	Sign	ONBASE	99	VISIT	PendingComplete	
1729598	Admission Note - H&P	7/31/2025	Doc	DNU-ONBASE	99	VISIT	PendingComplete	
1729569	Admission Note - H&P	7/31/2025	Doc	DNU-ONBASE	99	VISIT	PendingComplete	
1729595	GENERAL CONSENT	7/31/2025	Doc	DNU-ONBASE	99	VISIT	PendingComplete	
1729568	General Discharge Summary	7/31/2025	Doc	DNU-ONBASE	99	VISIT	PendingComplete	
9142922	Admission Note - H&P	7/31/2025	Doc	ONBASE	AMBURG		PendingComplete	
1729591	Sunrise Patient Summary	7/31/2025	Info	DNU-ONBASE	99	VISIT	PendingComplete	
1729591	Sunrise Patient Summary	7/31/2025	Info	DNU-ONBASE	99	VISIT	PendingComplete	
1729591	Consultation Initial Note	7/31/2025	Sign	ONBASE	99	VISIT	PendingComplete	
1729595	Progress Note, Adul	7/31/2025	Sign	ONBASE	99	VISIT	PendingComplete	
1729590	Sunrise Patient Summary	7/31/2025	Info	ONBASE	99	VISIT	PendingComplete	
1729591	Sunrise Patient Summary	7/31/2025	Info	ONBASE	99	VISIT	PendingComplete	
1729590	Sunrise Patient Summary	7/31/2025	Info	ONBASE	99	VISIT	PendingComplete	
1729591	GENERAL CONSENT	7/31/2025	Doc	DNU-ONBASE	99	VISIT	PendingComplete	
1729590	Consultation Initial Note	7/31/2025	Sign	DNU-ONBASE	99	VISIT	PendingComplete	
1729590	Progress Note, Adul	7/31/2025	Sign	DNU-ONBASE	99	VISIT	PendingComplete	
1729569	Sunrise Patient Summary	7/31/2025	Info	DNU-ONBASE	99	VISIT	PendingComplete	
1729569	Sunrise Patient Summary	7/31/2025	Info	DNU-ONBASE	99	VISIT	PendingComplete	
1729589	Event Note	7/31/2025	Sign	DNU-ONBASE	99	VISIT	PendingComplete	

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Deficiency Text: Missing Date

Missing Information: missing info goes here

Sunrise Patient Summary - Status: - Visit #: 1739591 - Admit Date: 2/19/2025 - MRN: 1331705 - PT. Name: DNU-ONBASE, 99 VISIT 3/1/1970

SUNY Downstate Medical Center  
450 Clarkson Avenue, Brooklyn, NY, US 11203  
HIM Patient Summary

DNU-ONBASE, 99 VISIT  
MTN: 9999108  
Visit #: 1739591  
Admit Date: 2/19/2025  
Mature Date: 2/19/2025  
DOB: 02/19/1970

Admit: 2/19/2025 3:43:01 PM  
Discharge: 2/25/2025 3:53:05 PM

Health Issues: Visit Reason: Admission  
Prescriber: Attending  
Prescriber: Referring  
Prescriber: Consulting  
Visit Comments: Visit Comments: Primary Care  
Visit Comments: Physician Care  
Visit Comments: Physician Care

TART TATE: Active  
Brahman, Mafuzur Medicine  
D-U-N-U-B-A-S-E  
D-U-N-U-B-A-S-E

Missing Information: missing info goes here

2 Notes(s)

?

Brahman, Mafuzur Medicine  
CAD  
null

Missing Information: missing info goes here

22/250

✓ ✕

## 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

Sunrise HIM Deficiencies...  
.Physician, SUNYDMC

ONBASE, INPATIENT  
12/10/1970

## Physician Query

Chart ID #	Document Type	Deficiency Dat	Deficiency Typ	Patient Last N.	Patient First N.	Status	Deficiency L
1739631	GENERAL SURGERY / SURGICAL REPORT	7/30/2025	Doc	ONBASE	99 VISIT	PendingComplete	
1739631	MR - Physician Query	7/30/2025	PhysQuery	ONBASE	INPATIENT	PendingComplete	
1739611	Consultation Initial Note	7/31/2015	Sigh	ONBASE	99 VISIT	PendingComplete	
1739611	CONSENT FOR ICL	7/31/2015	Sigh	ONBASE	99 VISIT	PendingComplete	
1739587	Consultation Initial Note	7/31/2015	Sigh	ONBASE	99 VISIT	PendingComplete	
1739590	Admission Note - HISP	7/31/2015	Doc	DNH-ONBASE	99 VISIT	PendingComplete	
1739589	Admission Note - HISP	7/31/2015	Doc	DNH-ONBASE	99 VISIT	PendingComplete	
1739588	GENERAL CONSENT	7/31/2015	Doc	DNH-ONBASE	99 VISIT	PendingComplete	
1739588	General Discharge Summary	7/31/2015	Doc	DNH-ONBASE	99 VISIT	PendingComplete	
9542222	Admission Note - HISP	7/31/2015	Doc	ONBASE	AMBURG	PendingComplete	
1739591	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739591	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739591	Consultation Initial Note	7/31/2015	Sigh	DNH-ONBASE	99 VISIT	PendingComplete	
1739591	Progress Note, Adult	7/31/2015	Sigh	DNH-ONBASE	99 VISIT	PendingComplete	
1739590	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739590	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739590	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739591	GENERAL CONSENT	7/31/2015	Doc	DNH-ONBASE	99 VISIT	PendingComplete	
1739590	Consultation Initial Note	7/31/2015	Sigh	DNH-ONBASE	99 VISIT	PendingComplete	
1739590	Progress Note, Adult	7/31/2015	Sigh	DNH-ONBASE	99 VISIT	PendingComplete	
1739589	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739589	Sunrise Patient Summary	7/31/2015	Info	DNH-ONBASE	99 VISIT	PendingComplete	
1739589	Event Note	7/31/2015	Sigh	DNH-ONBASE	99 VISIT	PendingComplete	

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

Physician Response:  
Rejecting this.

HIPAA NOP ACKNOWLEDGMENT - Status: - Visit #: 1739631 - Admit Date: 7/25/2025 - MRN: 9994171 - PT. Name:...  
Page 1 / 1 DOWNSTATE 0 Note(s)

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Deficiency Text:  
(No Available Information)