**Steps to Request a Co-Signature**

When an advance practice clinician (APN or PA) answers a query, it must be co-signed by an attending provider.

**To request a co-signature from the Message Center:**
1. Modify the document to enter a response and Sign the query.
2. In the document Action Pane, place a check in the Additional Forward Action box.
3. Confirm the Additional Forward Action=Sign.
4. Choose the attending provider responsible for co-signing the document.
5. Click OK & Close or OK & Next to complete the forward action.

**To request a co-signature from the Patient Chart:**
1. Modify the document to enter a response and Sign the query.
2. With the document still selected, click the Forward icon.
3. Place a check in the Additional Forward Action box.
4. Confirm the additional forward action = Sign.
5. Choose the attending provider responsible for co-signing the document.
6. Click OK to complete the forward action.

**Reminders**

- **Entering your response and signing the query** document will remove it from the Message Center Inbox and will fulfill your documentation requirement.
- **Signing the query without entering a response** will not complete the query. Even though the query will be removed from you Inbox, it will remain outstanding and will be returned to you.
- **Saving the query (instead of Signing)** will not remove it from your Message Center Inbox nor resolve your documentation requirement.
- The **Comment** section of the query document is **not** part of the permanent medical record and is not used for coding. If a provider answers a query in the Comment section, the response will be sent back to the provider as it needs to follow the **Steps to Respond to eQueries process**.

**Requesting Assistance with a Query**

If you need assistance answering a query, contact the CDI or Coding Professional who sent you the query. The sender’s name and contact information is located at the bottom of the query document.

**Questions—Contact us for assistance**

Shannon Menei, MBA, MSN, RN, RN-BC, CCDS  
Clinical Documentation Specialist Supervisor  
Shannon.Menei@christianacare.org  
(302) 733-5973

Kimberly Seery, RHIT, CDIP, CCS, CPC  
AHIMA Approved ICD-10 CM/PCS Trainer  
Associate Director of Coding and Data Quality  
Health Information Mgmt Svc  
kseery@christianacare.org  
(302) 733-1113

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1. CDI queries are submitted to the **Documents to Sign** area of the **Message Center** Inbox, instead of a Reminder. Open eQueries are also in the **Chart Completion** grid on the Physician Portal. Response is needed within 48 hours.

2. Providers may respond to eQueries directly from the Message Center or from the patient’s chart.

3. Queries answered by **advanced practice clinicians** (APNs and PAs) require a counter-signature by an attending provider. The APN or PA is expected to complete his/her query then forward it for co-signature.

### Steps to Respond to eQueries from Message Center

1. Click **“Sign”** in the **“Documents”** section of your Message Center.
2. Look for items where the subject begins with “Documentation Clarification.”
3. Double-click on a **Document Clarification** item to open a query document.

4. Review the Query.
5. Click the **Modify** icon to initiate your query response.

6. Under “**Enter your Response Below**”, use Dragon dictation, paste tagged information or free text your query response.
7. Click **Sign**.

### Steps to Respond to eQueries from Physician Portal

1. On the Physician Portal Chart Completion Grid, click on **eSign**.
2. Your eQueries will appear as a **CDI/Coding Query**. The blue medical record number and patient name are hyperlinks. Clicking on either link will take you directly into the patient’s chart.

3. In the patient’s chart, open the menu and go to the **Documents** tab.
4. To find your query documents, look in the **Progress Notes, CDI/Coding Queries** folder for **Documentation Clarification** items.
5. A **green** status color indicates a query that is awaiting a response and signature.
6. To respond to the query from the patient’s chart, double click on the outstanding query.
7. Click the **Modify** icon to initiate your query response.

8. Follow the same “**Enter your Response**” and **Sign** steps that are used from the Message Center.