Closing an Encounter Opened in Error

It is most advisable to NOT open any encounter until the patient is arrived. However, if you have opened a patient encounter and the appointment is cancelled, the patient leaves without being seen, or the patient no-shows; you must still close the open encounter.

***If no documentation has been entered in the encounter:

1. Open the encounter from the In Basket
2. Click on the SmartSets activity in the “Plan” activity

3. Type Error in the Add SmartSets field and press enter.

4. The Erroneous Encounter SmartSet will populate. Click the Open Smartsets button. (If you want to preview the SmartSet click the paper icon with the magnifying glass).
5. **The Erroneous Encounter SmartSet** will place the appropriate orders and documentation in all required sections within the encounter.

6. Click the **Sign** button to sign these orders.

7. Click **Close Encounter** to close this encounter.
***If any documentation has been entered in the erroneous encounter, you must first delete all documentation.

1. Open the notes panel and click the X at the bottom of the window to delete the erroneous note.

![Image of EPIC notes panel with X button highlighted]

2. Click Yes on the pop-up window to confirm the deletion.

![Image of pop-up window asking to confirm deletion]

3. Click on SmartSets in the Visit Navigator.

4. Type Error in the Add SmartSets field and press Enter

![Image of SmartSets input field with Error entered and Add button highlighted]

5. The Erroneous Encounter SmartSet will populate. Click Open SmartSets.

6. The Erroneous Encounter SmartSet will place the appropriate orders and documentation in all required sections within the encounter.
7. Click the **Sign** button to sign these orders.

8. Click **Close Encounter** to close this encounter.