



**Theater Medical Information
Program—Joint
AFCENT Medical Operations
Support**

**Erroneous Data Management
TMIP- AF EHR Systems**

**Version 3.1
June 25, 2020**

RECORD OF CHANGE

This record is maintained throughout the life of this document; each published update is recorded on this form. A Change Package (re-issue of changed pages only) shall contain a “change-bar” in the page margin to identify the portions which are difference from previous versions. If the scope of change is significant then a Basic shall be re-published (re-issue of the entire document) and “change-bars” will not be included.

Date	Version	Section	Description of Change
March 15, 2018	V1.0	All	Initial creation of document.
December 15, 2020	V2.0	All	Administrative.
January 30, 2020	V3.0	Appendix 1 - 5	Updated to include Appendix 1 – 5.
June 25,2020	V3.1	All	Administrative.

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First step – Identify an error has been made

Right data, wrong patient. Right patient, wrong data. When errors are made in patient records in TMIP-J EHR applications such as AHLTA-Theater or TC2/GUI, it is typically one of these scenarios:

- Patient is registered into the TMIP-J applications with incorrect demographics
- A new encounter or note is created on the wrong patient
- The wrong patient is selected from a list of open encounters or patients
- Previous information is left populated in a template that is copied/pasted into a note
- A document, often with PII, is uploaded or copied into the wrong patient note

When an error has been found in a patient's chart, the error must be corrected. Most errors can be edited, deleted, changed, flagged or corrected before you sign the patient encounter in AHLTA-Theater or Save/File and Exit in TC2. Try to catch the errors ***before*** they become part of the patient's permanent electronic medical record by review the patient's demographics and content of the encounter prior to signing. This ensures all data is correct and is the correct data for the selected patient. Use two person verification and checks when uploading a scanned document with PII into a patient's AHLTA-Theater chart.

If an error has been identified, follow reporting procedures for your local facility. This may include completing a Patient Safety Incident report or otherwise reporting that an error has been made. Ensure that adequate tracking of the error occurs through to error correction. Communicate the error appropriately so care decisions are not made based on the erroneous data.

Second step – Make corrections to the patient's record

AHLTA-Theater

If an error has been found in an AHLTA-Theater note, the erroneous data must be edited, deleted, or otherwise updated to reflect the correct patient care received, the correct diagnoses, correct patient results or the correct demographics. This is easiest to correct before the patient's note has been signed by a provider. If the patient encounter has already been signed by the provider, the encounter must be **amended** and the erroneous data corrected.

It is important to note that in AHLTA-Theater, only the user that signed the patient note has the ability to Amend the patient's note. Once the note has been amended, any user can document in the note or sign the note.

Any erroneous data entered into a patient record in AHLTA-Theater must be either edited or deleted from the module where the data was entered. If an entire patient note has been accomplished on the incorrect patient, the erroneous data from each module where the data was entered would need to be deleted. This may include allergy information, screening data/reason for visit, diagnoses, S/O notes, AddNotes, or ancillary orders. When patient care documented in an AHLTA-Theater note is deleted or edited, the original entry, the date of entry and the name of the clinical user that made the entry will populate the **Change History** portion of the patient's note. This is by design and the software is working as expected. When all erroneous data has been successfully edited or deleted and populates the Change History, an **AddNote** must be added to the patient encounter stating to disregard the erroneous data documented by [provider name] at [date and time of the deleted entry] in the change history. Erroneous data in the change history section of a patient's note cannot be removed from the local database.

If a patient's note has been amended, once the data has been corrected and the patient's note has been signed again, the encounter status will change to the status of **Updated** and the changes made to the note will transmit and update the patient's record in TMDS and the MDR.

It's important to note that when an encounter is signed in AHLTA-Theater, the encounter is transmitted to the Theater Medical Data Store (TMDS) repository then onto the DoD Military Data Repository (MDR/AHLTA Garrison) within minutes of the encounter being signed on the local AHLTA-Theater database.

TC2 and TC2/GUI

When a progress note is added to a patient's record in TC2 or TC2/GUI, the patient note is transmitted to the Theater Medical Data Store within minutes of clicking File/Exit, Save or Submit on the patient's note. There is currently no ability to edit a progress note entered on a patient in the TC2 database. An additional note with the progress note title of **Note Correction** must be added to the patient's record stating to disregard the patient note entered by [provider name] at [date and time of erroneous entry].

Patient Demographics

If a patient's demographic profile has been found to be incorrect or incomplete, the patient's demographics must be edited and updated to reflect the correct patient information. When making updates to a patient's demographic profile, the change on the local system should be verified as having transmitted correctly to Theater Medical Data Store (TMDS) as well as on the local database. The Patient Administration team or appropriate records management designee will be responsible for managing patient demographic profiles in TMIP EHR Systems.

If a patient has duplicate demographic profiles due either to an error in registration or due to being assigned a Trauma or Pseudo identity in order to receive care pending identification, the duplicate identities must be linked, flagged or otherwise identified as duplicate profiles on the local AHLTA-Theater and TC2 databases as well as in Theater Medical Data Store (TMDS). The Patient Administration team or appropriate records management designee will be responsible for managing duplicate patient profiles in TMIP EHR Systems.

Review the AFCENT Medical Information Systems SPIN Guidance

For additional details and guidance for managing erroneous patient data entered into TMIP EHR systems, reference the AFCENT Medical Information Systems Special Instructions.

Third step – DHA Data Expungement

If the erroneous data entered into AHLTA-Theater meets the requirement for Legal Correction by DHA, complete these steps on your local AHLTA-Theater system where the error was initiated:

- Delete or edit all the erroneous data present in the patient note. The deleted and edited entries will populate into the Change History portion of the AHLTA-T encounter.
- Add a note stating “The data entered by [provider] on [date of the erroneous entry] in the Change History is not applicable to the patient and [explain the error].”
- Ensure the encounter is signed and presents as the status of **Complete** or **Updated**.
- Verify the encounter has populated the MDR by ensuring the encounter is viewable through Joint Longitudinal Viewer (JLV) or in AHLTA Garrison. The encounter must be signed and either Complete or Updated in order to populate the MDR.

Follow the Legal Correction process as outlined by DHA. The Legal Correction process (expungement) is a two-part process. Before the process is initiated, identify a local POC to initiate and track the Legal Correction Process. This may need to be managed across multiple rotations, so it is suggested that a log of Legal Correction DHA tickets and an org box be dedicated to this process.

First, information regarding the expungement must be emailed to the DHA Global Service Center where a ticket number will be generated. Second, a letter must be created that includes the below referenced items and requires the Group Commander's signature. The letter must then be submitted to DHA and must include the associated ticket number.

The following information will be required to submit the request:

- a. Patient Internal Entry Number (IEN) / DoD ID Number
- b. Encounter Number
- c. Date/Time of Encounter/Clinical Note

- d. Appointment IEN/Appointment Identification
- e. Clinic IEN
- f. Provider IEN
- g. What needs to be removed? Be very specific and include dates and authors of the data if applicable.
- h. Site POC for issue name email address phone number
- i. HIPAA Officer or other local POC (Primary POC) name email address phone number
- j. Alternate POC name email address phone number

Ensure that you are very detailed in your request. Include in your request that the encounter originated in an AHLTA-Theater system at [insert organization]. Ensure that a good POC is selected to manage any further requests or questions from DHA regarding the request. The DHA contact email for this process is: dhagsc@mail.mil.

Lastly, once you have received a ticket number associated with your request, complete a memo on your organizations letterhead and signed by your Group Commander. Reference your assigned ticket number in the memo, in the subject line and in body of an email with the memo attached to the aforementioned DHA email address.

For additional questions regarding this process contact your local Data Quality Officer, DHA or AFMOST (AFCENT Medical Operations Support Team) at tmip@medxs.af.mil.

Appendix 1

Obtaining Necessary Information for DHA Legal Correction Memorandum fields

a. – f.

a. Patient Internal Entry Number (IEN) / DoD ID Number

Patient Internal Entry Number (IEN) is the patient's DoD ID number. This information may not have been collected at registration. Collect information from patient if possible.

b. Encounter Number, c. Date/Time of Encounter/Clinical Note and d. Appointment IEN/Appointment Identification

This information is captured in the AHLTA-Theater application and is best viewed from the Outpatient Tracking screen.

1. Log into AHLTA-Theater.
2. Click **Change Selections**.
3. Filter the Outpatient tracking screen to view the encounter(s) required. It is best to filter by date range or one date, clinic and provider.
4. Choose selections to filter view then click **OK**.

Patient Tracking Search Selections

Clinics

This Clinic All My Clinics Selected Clinic(s)

AHLTA-T Clinic (HLT-AHLTA-T Clinic)
 ERPSF (100000072-AHLTA-T ADT)
 MENTAL HEALTH (100000074-AHLTA-T ADT)
 PHYSICAL THERAPY (100000070-AHLTA-T ADT)

Providers

Me All for this Clinic(s) Selected Providers

UNASSIGNED
 ADMINISTRATOR SYSTEM
 DOCTOR, WITCH
 DRUGGIST, PHARMACIST
 LAB, DEXTOR
 MAIN, RAD
 NURSE, NURSE
 RATCHETT, NURSE
 STRANGE-LOVE, DOCTOR
 TECHNICIAN, TECHNICIAN
 WHO, DOCTOR
 XRAY, RADIOLOGY

Dates

Today Only
 Today Plus Incomplete
 One Date 23 Oct 2018
 Date Range 23 Oct 2018 0000
Thru 23 Oct 2018 2359

Status Selection

Any Status Needs Co-Signature
 Pending Complete
 Checked In Incomplete
 Updated
 Waiting
 In Progress

Set Column Order as Defaults Restore Column Order Defaults Set Selections as Default **OK** Cancel

- The **Encounter number, Date/Time of Encounter/Clinical Note** and **Appointment IEN/Appointment Identification** information is listed. Use the scroll bar either left or right to view the applicable columns, the columns are not in order and columns may appear to be hidden from view.

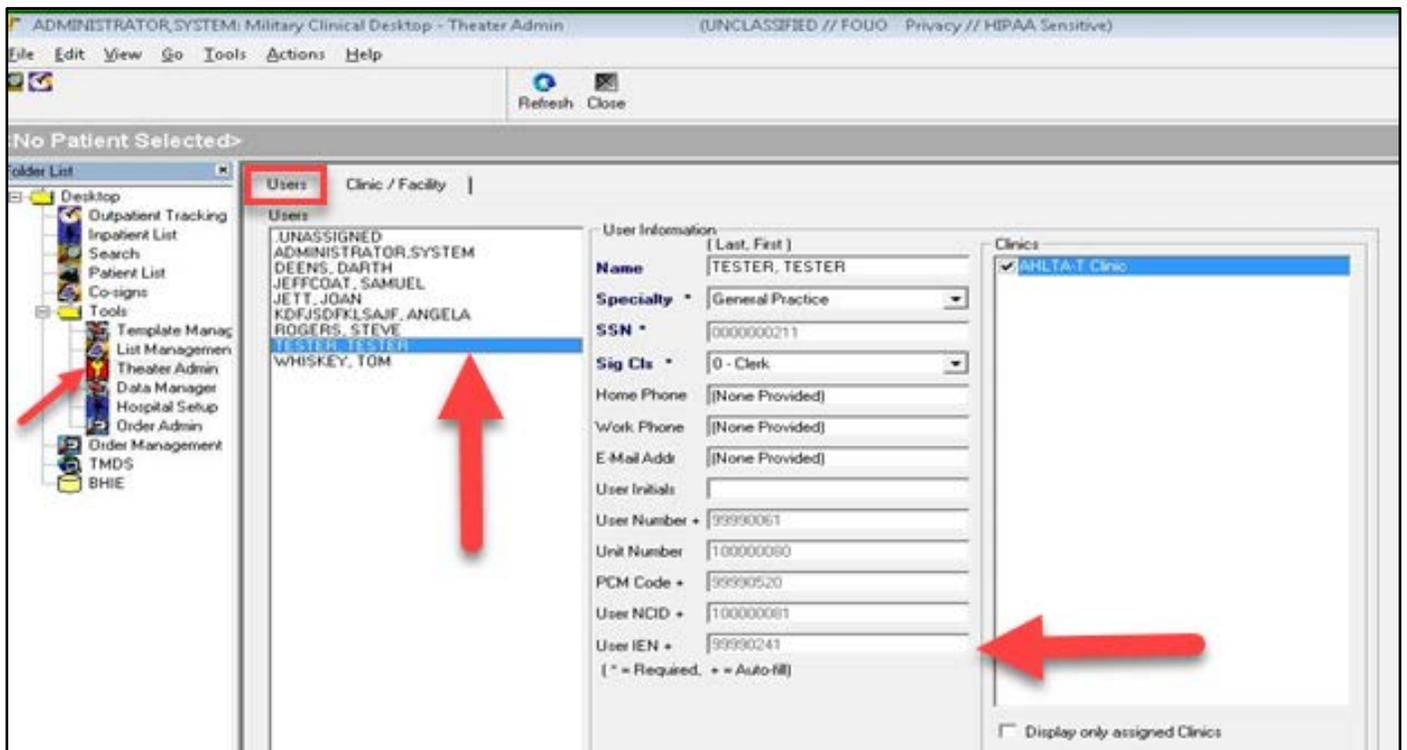
Appt. Date/Time	Patient	Status	Reason for Visit	FMP/SSN	DoD ID	Sponsor DoD ID	CheckIn Time	Encounter	Appt ID	Type	Classification	Clinic
20 Sep 2018 1952	TEST_PATIENT M	CheckedIn	allergies: ALLERGIC RHINITIS;	20/0001			20 Sep 2018 1952	100349111	100360134	ROUTINE	OutPatient	379 EMDG Clinic
20 Sep 2018 1955	TEST DOE,JOHN	CheckedIn	allergies:	20/3717			20 Sep 2018 1955	100349112	100360135	ROUTINE	OutPatient	379 CASF
28 Oct 2018 0900	TEST_PATIENT M	Waiting	Physical Therapy:	20/0001				100349129	100360152	NEW APPTS OR CONSULTS	OutPatient	PHYSICAL THERAPY

e. Clinic IEN and f. Provider IEN

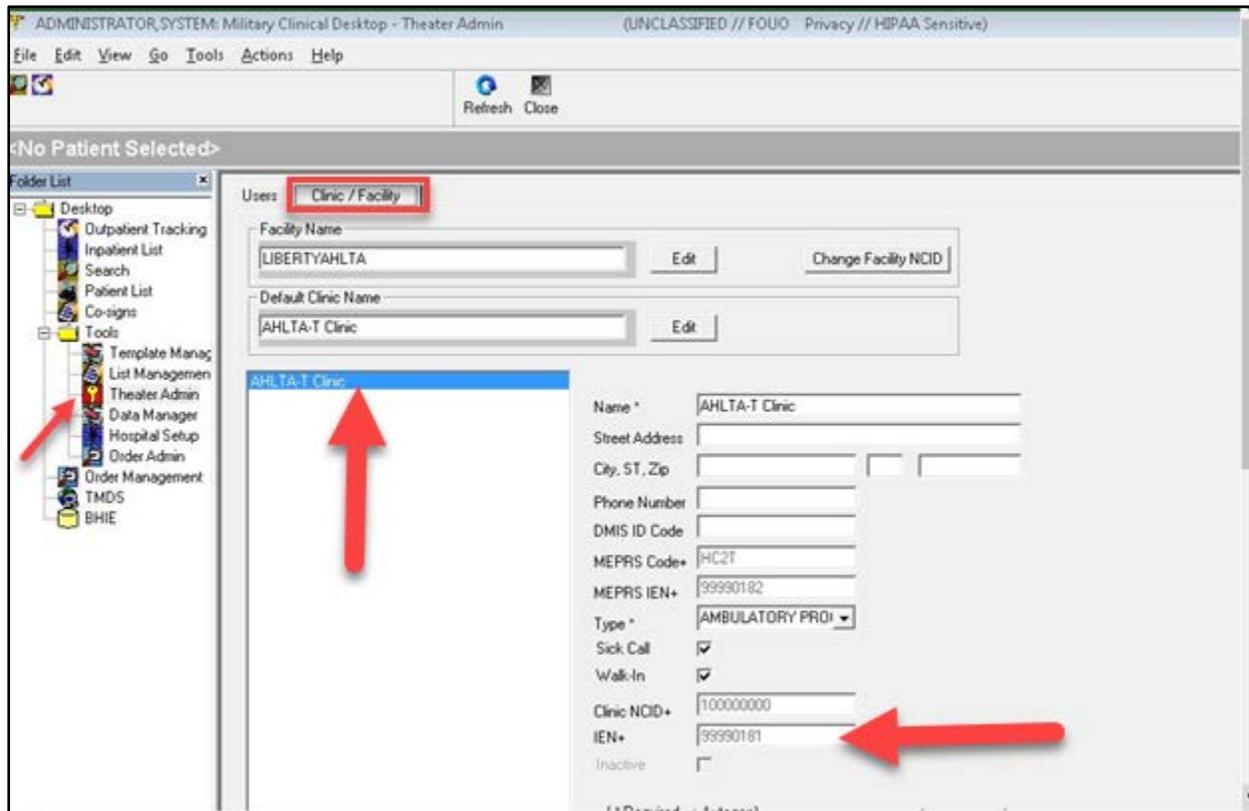
A local System Administrator is required to obtain the following information:

- o Clinic IEN
- o Provider IEN

- As a **System Administrator**, log into AHLTA-Theater.
- In the Folder List, click on **Theater Admin**
- Click the **Users** Tab.



4. Search for the name of the provider that signed the patient encounter that is being referenced in the DHA Legal Corrections Memorandum.
5. Click the name to highlight.
6. Note the **User IEN+** field.
7. Click the **Clinic / Facility** tab.
8. Click to highlight the name of the assigned clinic of the patient encounter that is being referenced in the DHA Legal Corrections Memorandum.
9. Note the **IEN+** field. This is the clinic IEN.



Appendix 2

DHA Expungment Memo Example



DEPARTMENT OF THE AIR FORCE
UNITED STATES AIR FORCES CENTRAL COMMAND (USAFCENT)
AL UDEID AIR BASE QATAR



MEMORANDUM FOR THE OPERATIONS OFFICER, DEPLOYMENT OPERATIONS
Defense Health Agency Headquarters
5109 Leesburg Pike
Falls Church, VA 22041

FROM: EMDG/CC

SUBJECT: Request for Correction of Personally Identifiable Information and
Protected Health Information Entered Erroneously in AHLTA-T

1. The purpose of this memorandum is to request correction of erroneously entered Personally Identifiable Information (PII) and Protected Health Information (PHI) from a patient's record in AHLTA-T.

- a. Defense Health Agency (DHA) Incident # and date submitted:
- b. Patient IEN:
- c. Encounter Number or Clinical Note:
- d. Date/Time of Encounter/Clinical Note:
- e. Appointment IEN/Appointment Identification:
- f. Clinic IEN: Clinic Name: EMDG Clinic (HC2T)
- g. Provider IEN: Provider Name:
- h. Reason for information correction: Incorrect documentation
- i. The following PII is viewable in the wrong record: (check all that apply)
Name Date of Birth Social Security Number
- j. What erroneous information is to be removed?

2. My point of contact for this request is (email:)

Commander

*PEOPLE:
DELIVER AIRPOWER • DEVELOP RELATIONSHIPS • DEFEND THE REGION*

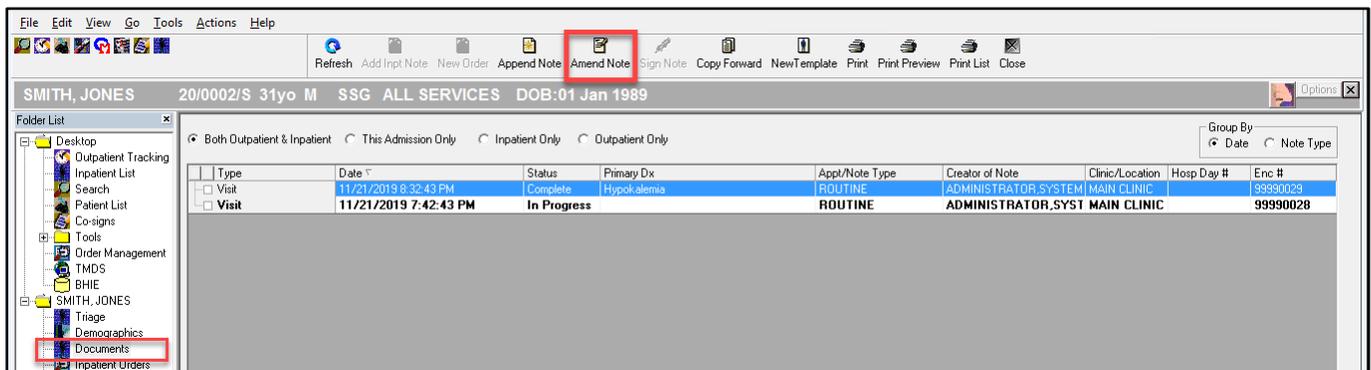
Appendix 3

Amend Patient Encounter—AHLTA-Theater

It is important to note that in AHLTA-Theater, only the user that signed the patient note has the ability to Amend the patient's note. Once the note has been amended, any user can document in the note or sign the note. To amend a patient's note, the encounter must first be in a **Complete** or **Updated** status. When the note has been amended the note will become open with the status of **Updating**. When the encounter is signed again, the encounter will again be closed with the status of **Updated**. Only closed encounters will transmit to Theater Medical Data Store (TMDS) and the MDR (AHLTA Garrison / Joint Longitudinal Viewer).

1. Log into AHLTA-Theater.
2. Click **Search** from the Folder List.
3. Enter patient search criteria in the Patient Search Dialogue box.
4. Click **Find**.
5. Click on the correct patient from the patient list.
6. Click **OK**.
7. The patient will populate the Patient ID bar.
8. Click **Documents** from the Folder List.
9. In the Documents Module, all previous encounters will be listed. Click on the encounter that is required to be amended.
10. When selected, the patient note will populate in the workspace below and the **Amend Note** icon in the Action bar will become active.
11. Click **Amend Note**.

The encounter will now be open and all documentation functionality will be available. Any changes made, including the previous signature, will be placed in the Change History section of the patient encounter. When all changes and additions to the encounter have been completed, the note must be signed.



Documents Module

Appendix 4

Edit Patient Demographics—TMIP EHR Systems

When patient demographic information is entered incorrectly, it must be updated to the correct information as soon as operationally possible. An exception to this would be when a patient is admitted to the facility with a Trauma/Pseudo name or person ID. The Trauma/Pseudo demographics should remain the same until the patient is discharged. The designated member for updating demographics in TC2/AHLTA-T will complete this using the following steps:

AHLTA-Theater Demographic Edit

1. Log into AHLTA-Theater.
2. Search for the patient that requires the demographic updates.
3. Click on the patient name in the list **ONE TIME** to highlight.
4. The **Edit Patient** button will become available.
5. Click **Edit Patient**.
6. Update all fields in the **Patient Maintenance** screen to reflect the correct patient demographics.
7. Click **OK**.

If demographics in AHLTA-Theater are locked for editing, contact your local Systems Administrator. There is limited ability to edit demographics that populate the TMIP Systems via CAC scan.

The screenshot shows a 'Patient Search' window with the following fields and buttons:

- Last Name: smith
- Person ID: []
- Type: []
- Find
- New Search
- New Patient
- Edit Patient** (highlighted with a red box)
- Unknown Pt
- Search ADS
- Scan CAC

Verified	Patient Name	Person ID/Type	FMP/Sponsor ID/Type	DoD ID
X	SMITH, JONES	999-00-0002/S	20/999000002/S	

At the bottom of the window, there are buttons for OK, Cancel, and New Visit, and a status bar indicating '1 patients found'.

Patient Search Window AHLTA-Theater

TC2 Demographic Edit

All demographic updates and corrections should be made in AHLTA-T first **EXCEPT** the Person ID. The Person ID field should be updated in TC2 first then updated to match in AHLTA-Theater. If the Person ID field is updated in AHLTA-Theater first, two identities will be created in TC2. The Person ID field MUST be updated in TC2 first.

1. Log into TC2.
2. Search the patient to be updated **ROM > MRG > Select Patient: [Enter Patient Name]**
3. To edit the patient's SSN or PSSN, edit the Person ID field.
4. A **Warning:** will pop up asking if you are sure you want to make the change. Type **Y > [ENTER]**

If demographics are locked for editing in TC2, Contact your local System Administrator as the data may have transmitted from AHLTA-Theater via CAC scan.

The screenshot displays the TC2 Mini Registration Module interface. The window title is "TC2 - Reflection for UNIX and OpenVMS". The interface shows patient information for "TEST, BUBBLES". Key fields include: Patient: TEST, BUBBLES; DoD ID: Mini Registration; FMP/SSN: 99/751-00-6747 U; DOB: 01Jan04; PATCAT: K91; Sex: F. Below this, a detailed demographic form is shown with fields for Patient, PATCAT (K91 (CIVILIAN - HUMANITARIAN)), Person ID (751-00-6747), Person ID Type Code (U), Patient Addr, Sex (FEMALE), City, St/Cntry, Zip, Home Phone, Cell, and Work. Further down, sponsor information is displayed: Sponsor: TEST, BUBBLES; Service: OTHER/NOT APPLICABLE; FMP: 99; Sex: FEMALE; Sponsor ID: 751006747; Type: P; PATCAT: K91 (CIVILIAN - HUMANITARIAN); DOB: 01 Jan 2004. Other fields include Command Sec, Station/Unit, Duty Address, City, St/Cntry, Zip, Duty Phone, DSN, O/P Rec Loc, O/S Rec Loc, Primary Phy, and Reg Comment: TEST. At the bottom, there are navigation instructions: Help = HELP, Exit = F10, File/Exit = D0, and an "INSERT OFF" indicator. The status bar at the very bottom shows "249, 16" and "VT300-7 -- 10.200.161.6 via TELNET SSL/TLS Encryption".

Mini Registration Module TC2

Appendix 5

Managing Duplicate Patient Profiles—TMIP EHR Systems

If a patient has two separate profiles in TMIP EHR systems, the profiles must be identified, flagged or linked in order to alert medical staff to utilize the correct patient and to ensure maximum records accessibility across the entire continuum of care.

AHLTA-Theater Duplicate Patient Profiles

Unfortunately, there is no way to link or merge duplicate patient profiles in AHLTA-T. Duplicates in AHLTA-T only occur if a patient is registered under two different Person IDs/SSNs. This is likely to occur when a patient’s Person ID/SSN has been manually entered incorrectly into the AHLTA-T database OR when a patient has been registered with a Trauma/Pseudo profile when a correct patient profile already exists. The designated member for updating demographics in AHLTA-T should follow these steps to identify a patient as a duplicate patient.

1. Update the **Correct** patient’s demographics to reflect the patient’s complete correct demographic profile.
2. Search the **Incorrect/Duplicate** patient.
3. **Click** the patient **ONE TIME** to highlight.
4. Click **Edit Patient**.
5. Edit the **last name** of the **Incorrect/Duplicate** patient to reflect “[Last Name]-DUPLICATE”.
Example: Jones Smith becomes Jones Smith-Duplicate
6. Delete any existing text from the **Deployed Unit** field and free text **DUPLICATE** into the field.

If records exist in both AHLTA-T profiles, the user must ensure that the records from the incorrect profile are printed and scanned into TMDS under the correct patient profile and ensure the profiles in TMDS are appropriately linked.

When patients are duplicated on the AHLTA-T system, the designated member for managing patient records should ensure that the duplicate patient profiles are linked in Theater Medical Data Store (TMDS).

The screenshot shows a 'Patient Search' window with the following fields and buttons:

- Last Name: smith
- Person ID: []
- Type: []
- Find
- First Name: []
- DoD ID: []
- New Search
- New Patient
- Edit Patient
- Unknown Pt
- Search ADS
- Scan CAC

Below the search fields is a table with the following data:

Verified	Patient Name	Person ID/Type	FMP/Sponsor ID/Type	DoD ID
X	SMITH, JONES	999-00-0002/S	20/999000002/S	
X	SMITH-DUPLICATE, JONES	999-00-0022/S	20/9990000022/S	

Duplicate Patient AHLTA-Theater

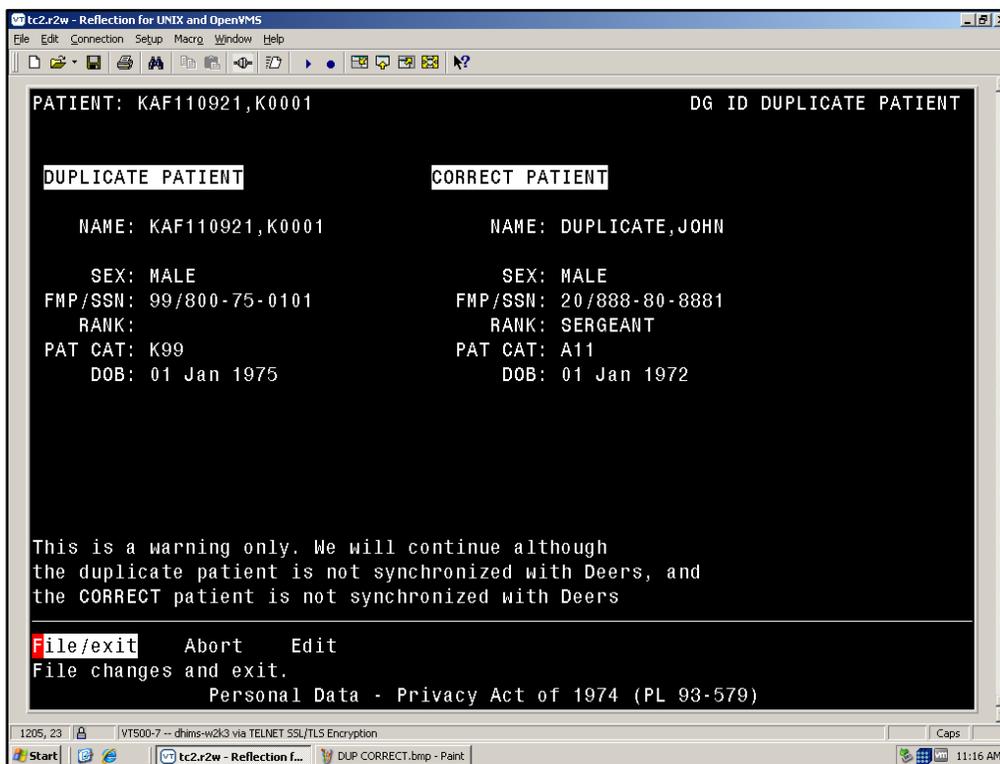
TC2 Duplicate Patient Profiles

If a patient has duplicate profiles in TC2, the profiles must be identified as duplicate patients. Once patient profiles have been identified, the patient profile that is flagged as the duplicate will display a message alerting the clinical user the patient is a duplicate when selected. Clinical users must select the duplicate profile to view past medical documentation accomplished on the duplicate patient.

If the patient is given a Trauma/Pseudo name, all lab and rad orders will initially be ordered under that Pseudo Social Security Number/Person ID (PSSN) assigned. The Trauma/Pseudo name and PSSN should be used throughout the patient care process (from admittance to discharge). The information will be updated after the patient has been dispositioned.

1. Log into TC2.
2. Navigate to the Identify Duplicate Patient menu **ROM→PMM→IDP**
3. Enter the **Duplicate Patient** or incorrect patient demographics
4. Select the appropriate patient from the list if prompted
5. In **Correct Patient** field, enter the Correct Person ID(SSN),
6. Select the correct patient from the list if prompted.
7. Select **File/Exit**.

When a duplicate patient profiles exist in TC2, the designated member for managing patient records should ensure that the duplicate patient profiles are linked in Theater Medical Data Store (TMDS).



Identify Duplicate Patients TC2

Link Theater Medical Data Store (TMDS) Records (TMDS Facility Admin Tab)

To ensure continuity of care, patient safety and maximum records accessibility patient profiles that have been duplicated on any local AHLTA-Theater or TC2 database must have the duplicate patient profiles linked in TMDS.

1. Log into TMDS.
2. Click the **Facility Admin** tab.
3. Select **Link Patients**.
4. Click **Search** hyperlink to search for the **Duplicate** and **Correct Patient Demographics**.
5. Enter the **Justification** for linking the patient profiles in free text box.
6. Select **Link Patients**.
7. A Warning dialogue box will open. Ensure all patient information is correct before proceeding.
8. Click **OK**.
9. A **Success** message will display.

When patient profiles have been linked in TMDS, the duplicate patient information will populate the **Duplicate Patients** tab. Multiple duplicate profiles may be linked to the correct patient profile if necessary.

The screenshot shows the 'Link Patients' interface within the 'Facility Admin' tab. At the top, a navigation bar includes 'Patient Registration', 'Patient Treatment', 'Patient Summary', 'Reports', 'Joint Legacy Viewer', 'Guidelines/Info', 'Facility Admin', and 'Preferences'. Below this, the breadcrumb 'Your Location: Facility Admin > Link Patients' is displayed. The main heading is 'Link Patients', followed by a brief instruction: 'This page provides the ability to link a duplicate patient to the correct patient. Start by clicking the Search link to identify the duplicate and correct patients.'

The interface is divided into three main sections:

- Duplicate Patient Demographics:** A grey box containing fields for Name, Gender, SSN, FMP/SponsorSSN, DOB, Rank, and PATCAT. A red arrow icon and a '*Search' link are positioned above the box.
- Correct Patient Demographics:** A yellow box containing the same fields as the duplicate section. A green arrow icon and a '*Search' link are positioned above the box.
- Justification:** A yellow box with a large text area for entering a '*Specific reason for linking patients'. A '*Search' link is located above the text area.

At the bottom of the page, there are two buttons: a red 'Link Patients' button and a grey 'Cancel' button.

Facility Admin Tab—Link Patients TMDS

Patient Demographics (1) Duplicate Patients

Patient Summary TMDS—Duplicate Patients Tab

Hard Copy Medical Records

Hard copy medical records may require new labels prior to sending for retirement or uploading to TMDS. If the patient's name was changed in the system, the designated personnel need to ensure that the hard copy medical records/loose documentation reflect the correct information.