



Unlocking a Signed Encounter

1. Navigate to the **Clinical Console** module.
2. Click **File** the top left corner of **Clinical Console**.
3. Click **Mode**.
4. Click **System Administration**.
5. Click **Clinic Configuration** (located at the bottom left of the screen).
6. Click **Unlock Encounters/Episodes**.
7. Click **Find Patient** (located near the top right of the screen).
8. Search for the patient and select **OK**
9. The available encounters will appear in the **Clinical Console** window and will state **Encounters for Patient _____**. It is very important that you verify that you have the correct patient.

Encounters for Patient ZZTEST, SAM			
	Encounter Date	Encounter ID	Chief Complaint
	12/23/2014 03:25 PM	1842	testing
	12/11/2014 02:21 PM	771	testing
	12/10/2014 09:31 AM		Chart update
	12/09/2014 01:55 PM		test
	12/04/2014 11:44 AM		standign test
	12/03/2014 10:07 AM		test
	12/02/2014 10:10 AM	43	Here for flu shot

10. Choose the encounter you need to unlock by using the **Encounter ID** and clicking the “padlock icon.”
11. A **confirmation** window will appear stating “**Do you really want to unlock this encounter?**” Click **Yes**.
12. An **Unlock Reason** window will appear asking you to enter “**Reason for unlocking the encounter:**”
 - a. If the reason you are unlocking the encounter is due to a SuperBill error, please enter the following: **Provider needs to edit ESB.**
 - b. If the reason you are unlocking the encounter is because the provider needs to update the note after it was signed off, please enter the following: **Provider needs to edit Medcin Note.**
13. After you enter the reason for unlocking the encounter click **OK**.