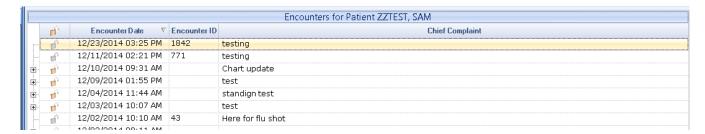


Unlocking a Signed Encounter

- 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.



- 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**.