

## From the Office of Clinical Informatics Dynamic Documentation Corrections Self-Service Portal

April 25, 2024

## The Self-Service Portal can be used to request Dynamic Documentation corrections. The corrections are managed by centralized HIM resources at Northern Light Health.

**<u>STEP 1</u>**: Access ServiceNow from the intranet or use this link: <u>https://emh.service-now.com/esp</u>.



- **<u>STEP 2</u>**: In the search box, free text **I need a document correction**.
  - Select I need a Document Correction/Mark in Error.

I need a document		×	۹
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- **STEP 3:** Complete the form with the necessary details. In the following fields, please include:
  - Correction Type Needed: Select Mark in Error or Document Correction.
  - Reason the Document Needs to be Corrected: Select the appropriate correction option from the pick list.



**<u>STEP 4</u>**: Complete all required (\*) fields, click **Submit**.

<u>NOTE</u>: Fields with a red asterisk (\*) are mandatory and need to be completed before submitting the request.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.