

Clinical Documents Corrections

How Do I Correct an Error in My Dictated Report?

1. Fluency for Transcription/Fluency Mobile (FFT):
If you need to correct an error in a report that you have dictated in FFT that may impact the quality and safety of the patient's care:

- Fax the report cover sheet, hand-printed correction and your signature to fax number: 306-347-5914.
- Please print clearly.
- Only submit corrections for errors that place patients at risk—do not rewrite entire sections of your report or wordsmith.

(If you prefer the ability to rewrite your report after review, wordsmith a bit or correct minor errors, we can support you to use Fluency Flex self-edit dictation software. With Fluency Flex, you will see your dictation appear on your screen and can edit prior to finalizing/distributing.)

2. Fluency Flex (self-edit dictation software):

- Send request for correction to selfedit.dictation@3shealth.ca

i. Include: Job # (8-digit on bottom of report) and patient's MRN.

- Report will appear in your "To Do" tab in Flex, and be available for corrections.
- Once you e-sign, the report will be distributed again.

How Do I Flag a Critical Error in a Report Dictated by Another Clinician?

Patients can report errors in MSHR to eHealth Service Desk by phone 1-844-767-8259 or email MySaskHealthRecord@eHealthSask.ca

As a healthcare provider, you have identified an error in a patient record that may result in injury or impact to the patient. What should you do?

1. Email [eHealth at ServiceDesk@eHealthSask.ca](mailto:ServiceDesk@eHealthSask.ca).
2. **Provide the job number listed at the bottom of the dictated care report (see image below).**
3. Describe the error that you feel should be corrected.
4. The eHealth Service Desk will escalate the concern to the appropriate team to resolve with the report author.
5. Any needed changes will appear as an amended document in the eHR Viewer and MySaskHealthRecord.

This document has been dictated and may have been distributed before being read. Any corrections to this document must be made within thirty (30) days following the transcription date.

JDB/MODL

DD: 2023-JUL-15 17:38:59

DT: 2023-JUL-15 23:24:57

Job #: 542425/64301512