


Recall Request

Overview

There are scenarios when a request is submitted and needs to be corrected to avoid an Unauthorized Disclosure (UAD). You are now able to “recall” a fulfilled request immediately after it has been submitted so you can correct the problem.

The new **Recall Request** feature can be used within the 30-minute “window” after the request is fulfilled. During the 30-minute window, all requests except COC will have a status of “Fulfillment Recall Hold”. This will give you time to recall and correct the request if necessary. If the request is not recalled, then it will move to the next state in the workflow, i.e. Fulfillment QC, Back Office, etc.



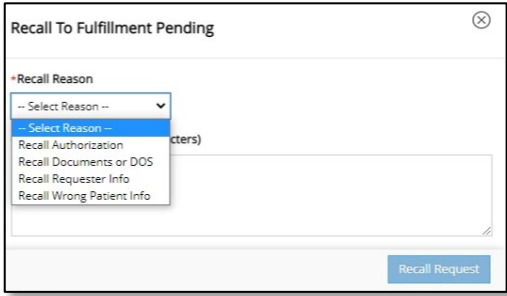
Icon Location

The **Recall Request** icon  is located on the Request Search screen and when you are in a request.



How to Recall a Request from Request Search Screen

Complete the following steps to recall a request from the Request Search screen:


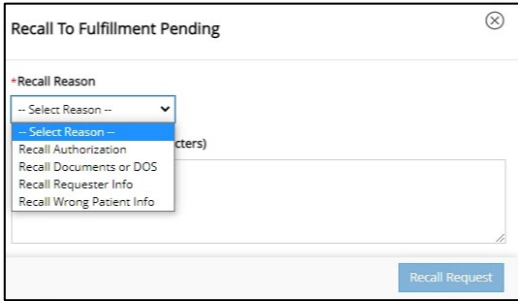
Step	Action
1	Locate the request from the Request Search screen. The request will be in “Fulfillment Recall Hold” status.
2	Check the box to the left of the eRequest ID.
3	Click the Recall Request icon 
	
4	Select a Reason for Recall from the pop-up window.
	
5	Enter any applicable comments in the pop-up window.
6	Click the blue Recall Request button at the bottom-right of the pop-up window. The request will now change status to Pending and the Recall Reason selected. Example: Pending Recall Authorization.

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Recall Request, Continued

How to Recall a Request from Within a Request

Complete the following steps to recall a request when in a request:

Step	Action
1	Open the request to be recalled.
2	Click the Recall Request icon located top right of page. 
3	Select a Reason for Recall from the pop-up window. 
4	Enter any applicable comments in the pop-up window.
5	Click the blue Recall Request button at the bottom-right of the pop-up window. The request will now change status to Pending and the Recall Reason selected. Example: Pending Recall Authorization.

Recall Request Reasons

Reason	Description
Recall Authorization	Use this reason when there is no authorization, or the authorization provided does not allow for the attached records to be released. i.e. Any and all records were attached, and authorization permits only a date range, wrong person signed authorization, or required authorization not attached.
Recall Documents or DOS	Use this reason when a document or date of service (DOS) has been included that should not have been OR if you failed to attach a document or DOS that should be included.
Recall Requester Info	Use this reason when the request may have been disclosed to an incorrect requester or address.
Recall Wrong Patient Info	Use this reason when the patient records scanned do not match the patient's records being requested.