Clarity Tip Sheet:

Changing a VM or RTC Treatment Type from Missed to a Billable Treatment Type

**Who is impacted:** All Home and Incenter Nurses

**When is change happening:** 4/6/2022

**Why is the change needed/what is current state:**

* Sometimes patients miss a treatment and the treatment is recorded as “Missed” but then the patient is rescheduled for the same day and the Missed treatment type needs to be changed to a billable one.

**What is change:**

* The order of steps is critical to avoid “breaking” the re-opened VM or RTC tx.
* The Missed treatment must be Deleted/Un-posted from Treatment History first.
* The VM or RTC treatment then needs to be opened by going to Treatments>Visit Management or Treatments>Real-Time Charting.
* Once in VM or RTC, change the treatment type to what it is supposed to be and then enter and save all other data as usual.