Unable to edit or unlock a note/assessment

There are several possibilities as to why someone may be unable to edit a nursing assessment. Here are a few possibilities and their solutions:

- The employee that you are logged in as did not create the note. To resolve: Have the employee who created the note log in and make the changes.
- The agency has set a policy on editing notes based on how long ago it was completed, and the note is too old to edit based on this policy. To resolve: Enter a late entry on the visit, if it is simply text that needs to be entered. Or, speak with your Agency coordinator to adjust the day policy.
- A charge has already been generated for the note. If this is the case, you can either enter a late entry on the visit; or follow the steps to unlock the assessment. Please click here for that article link.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50030.aspx