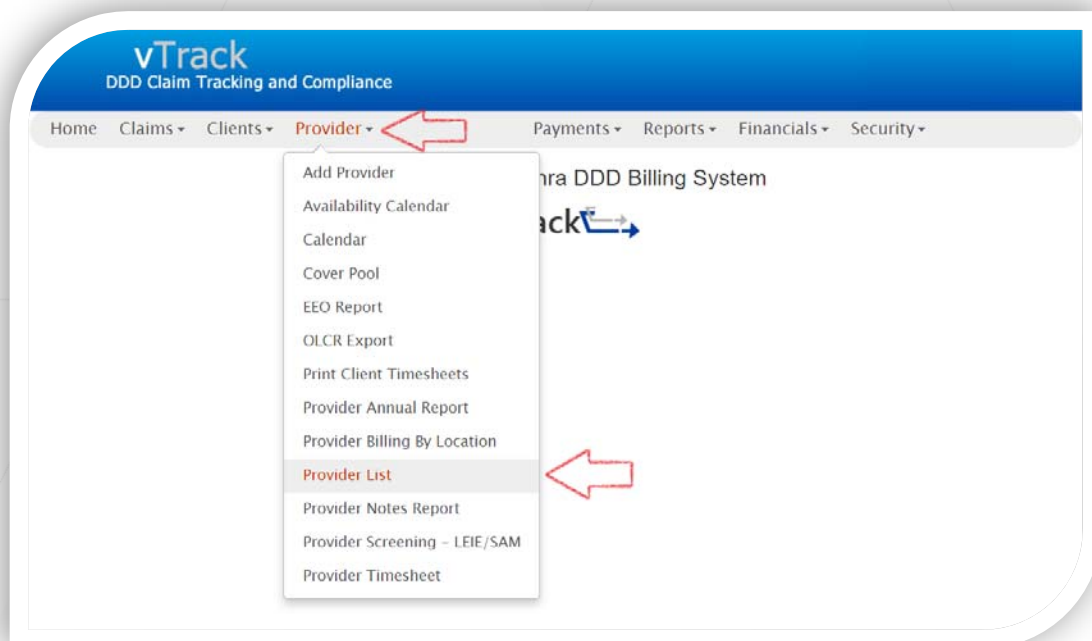


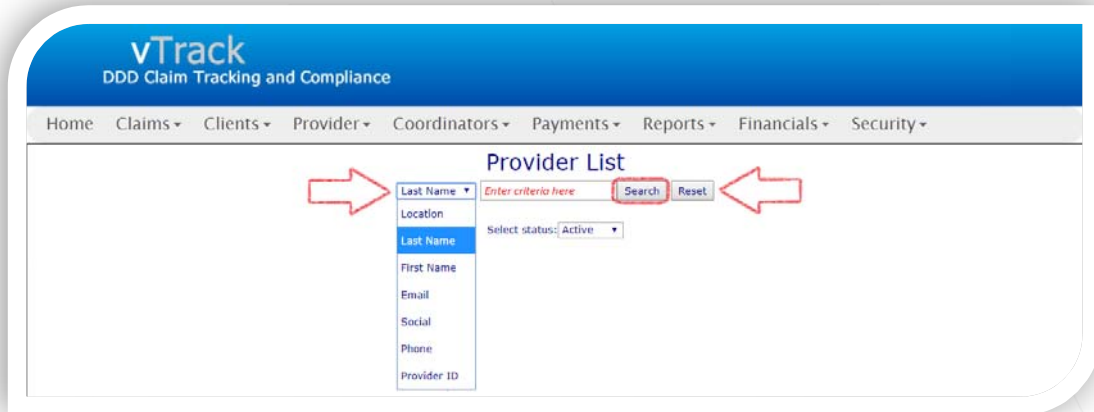
## How to Enter Provider Notes

1. **Navigate to the Provider Drop-Down Menu**
  - Select-> Provider List

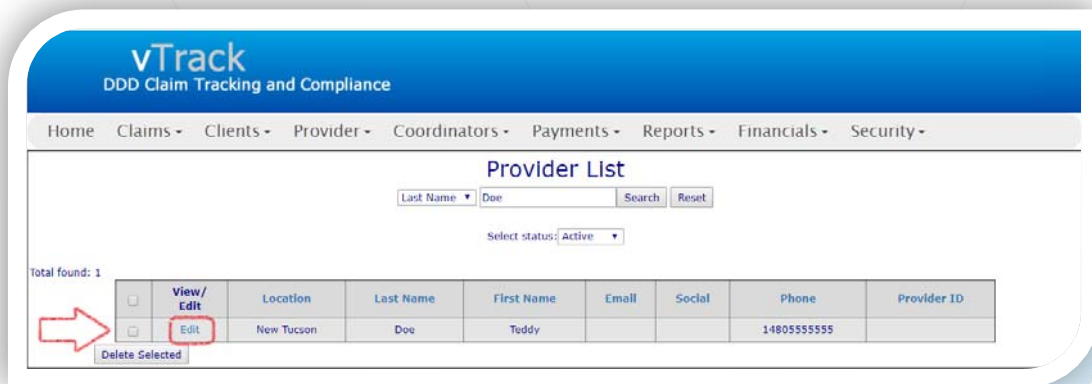


## 2. Use Filters to Locate Provider

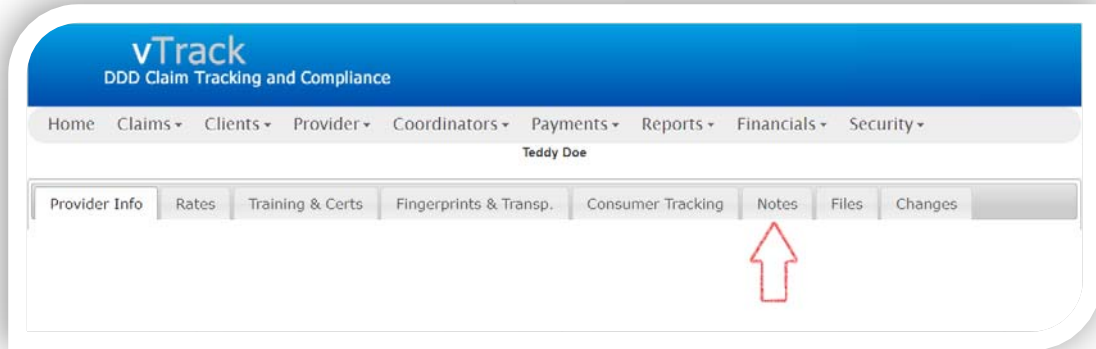
- Select-> Search Criteria from the filter drop-down menu
- Enter-> Corresponding criteria from your drop-down menu selection
- Click-> Search



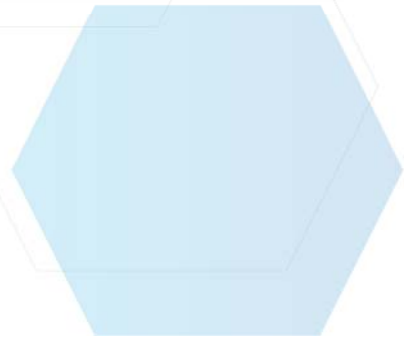
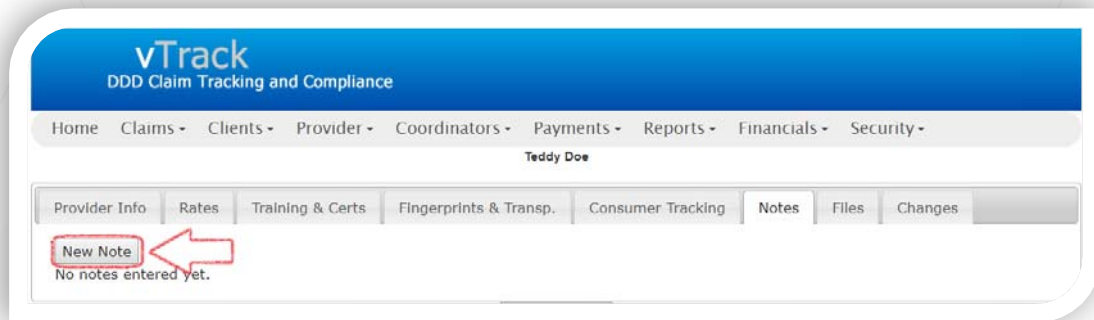
- Click-> Edit to open the provider's portal



- Click-> Notes tab



- Click-> New Note



- Select-> Note Type: from the drop-down menu
- Enter-> Note in the Note: box
- Click-> Add Notes

New Note

### Add New Note *\*\*Example\*\**

Note Type: Compliance

Note: CPR Cert was due 07/10/19. The provider did not turn in new cert until 07/12/19. The provider was suspended on 07/11/19 and is not allowed to provide services for this day.

Add Notes

No notes entered yet.

- Success! The note has been entered

vTrack  
DDD Claim Tracking and Compliance

Home Claims - Clients - Provider - Coordinators - Payments - Reports - Financials - Security -

Teddy Doe

Provider Info Rates Training & Certs Fingerprints & Transp. Consumer Tracking Notes Files Changes

New Note

Date	Note Type	Note	Author
07/12/2019	Compliance	CPR Cert was due 07/10/19. The provider did not turn in new cert until 07/12/19. The provider was suspended on 07/11/19 and is not allowed to provide services for this day.	Example

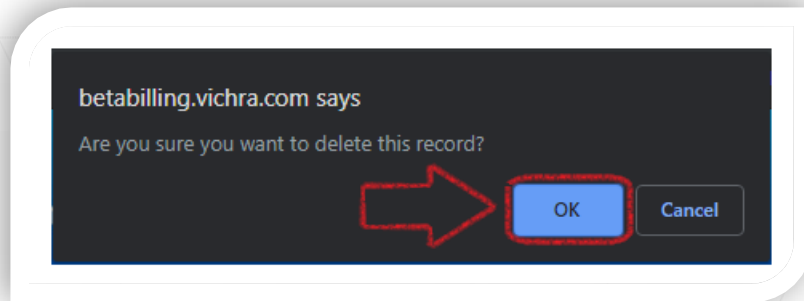


### 3. Managing Notes

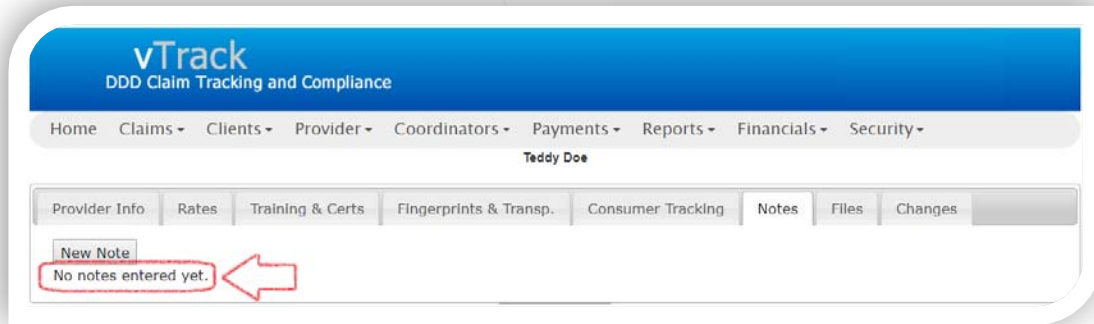
- ❖ If there is an error or the notes need to be modified you will need to delete and re-enter the note
  - Click-> The red X next to the note



- You will receive a pop-up asking you to confirm the deletion
- Click-> OK



- Success! The note has been deleted



v

**\*\*For additional support, please contact us at [vTrack@Vichra.com](mailto:vTrack@Vichra.com)\*\***

