NECS Clinical Systems Specialist Team
# SystmOne - Mark in Error

Mark in Error - single entries

Once a record has been saved the only way to delete information is by marking in error. Ensure that only the part to be deleted has a blue box around it – all entries within a blue box will be marked in error.

1. Open the patient record and select the relevant node on the clinical tree depending on what type of data you want to mark in error.

   Note* If you can't find the error in the clinical or admin tree, you can search for it in the New or Tabbed journal – although you have to be careful not to mark all of an entry in error if only part of it is incorrect.

2. Right click the entry – ensure that only the entry to be marked in error is highlighted by a blue box - and select **Mark in Error**
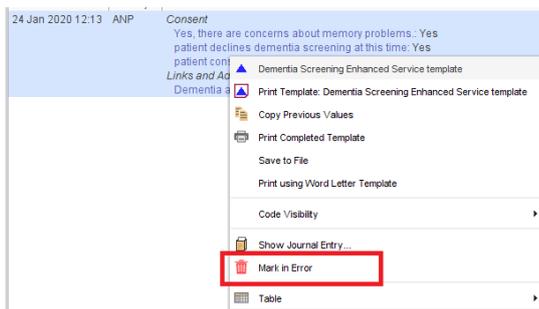
3. Select an appropriate reason for marking that entry in error. If the answer is "other", this will give a free text box. Record the appropriate information
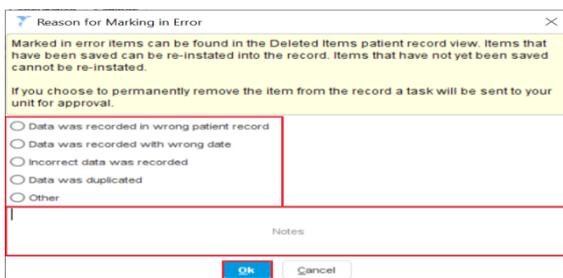

4. Click **Ok**

5. Click **Save**

   Note: In special circumstances entries marked in error can be permanently removed from the record. Speak to managers at your organisation if you need to do this.

Mark in error - all entries made on a particular date

1. Go to the **Tabbed** or **New Journal** in the **clinical tree**

2. Find the incorrect entry in the journal; remember to try switching to the "Everything" tab or the show everything filter if the entry cannot be found.
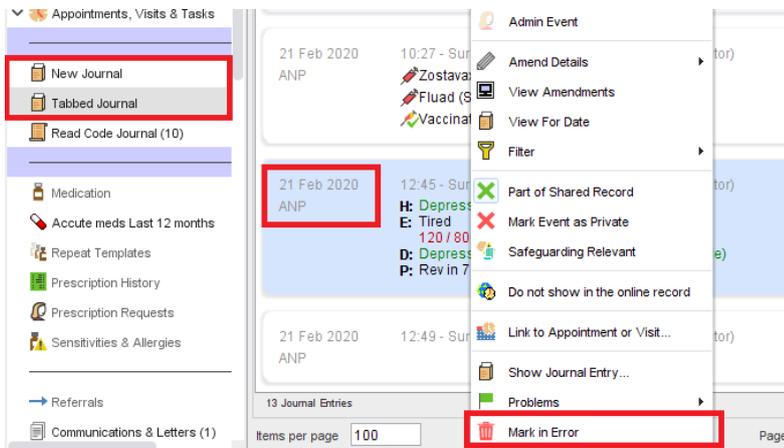
3. Select the date from the left -hand column of the New/Tabbed Journal. Right click and select **Mark in Error** or click the **Mark in Error** button from the toolbar

4. Select the reason why you want to remove the details. Type any explanatory notes, if needed

5. Click **Ok**

6. Click **Save**

Remove Entries Added by Other Organisations

GP organisations that "own" a patient record can mark in error entries made by the previous GP owner but, not those entries made by other organisations that share the patient record, e.g. Community units. If you want to remove an entry from the patient record that was added by another organisation, you must send a 'Mark in Error Request' task to that organisation:

1. Right click on the entry you want to be removed and select **Request Mark in Error**

2. Click **Yes**

3. Select the reason why you want the entry to be removed and type any explanatory notes

4. Click **Ok**. A 'Mark in error request' task will be sent to the relevant organisation for action

   Note: The right click menu for the entry will now contain the option **Mark In Error Requested**, to indicate that a 'Mark in error request' task has already been sent