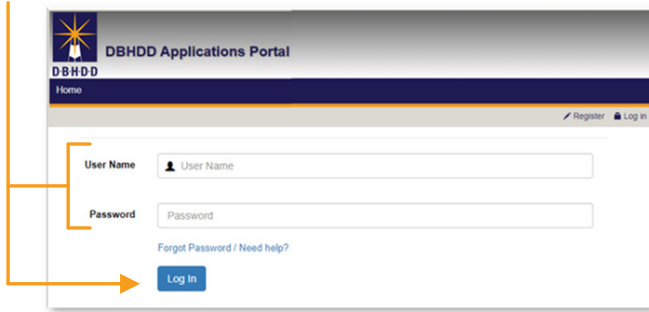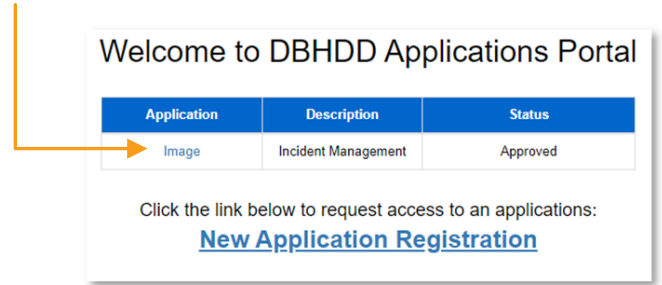# Remove/Reopen Approved DP in Image
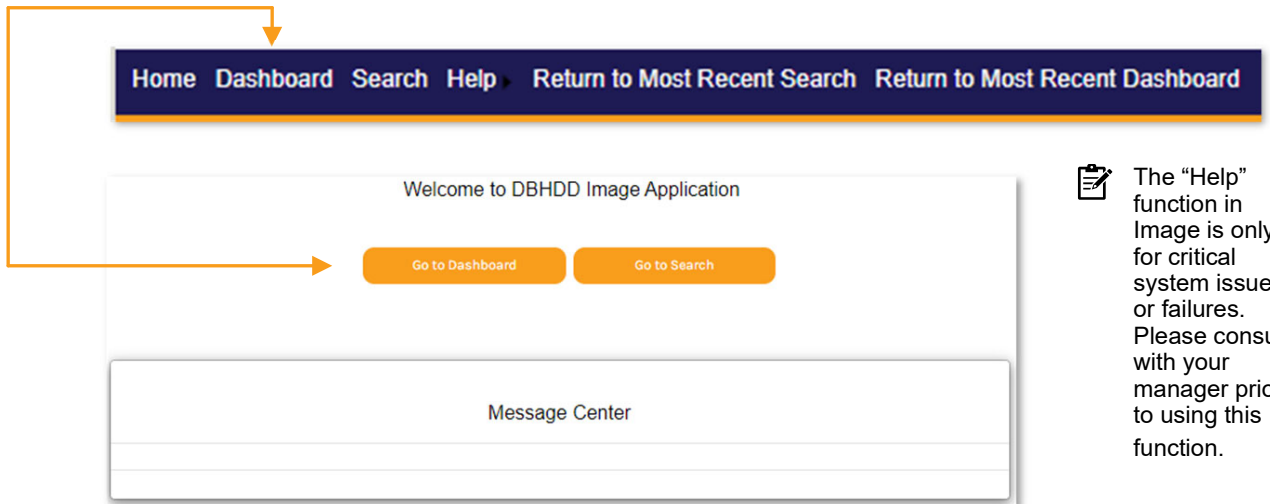
1 Visit the DBHDD Applications Portal, enter your User Name and Password, and select "Login"

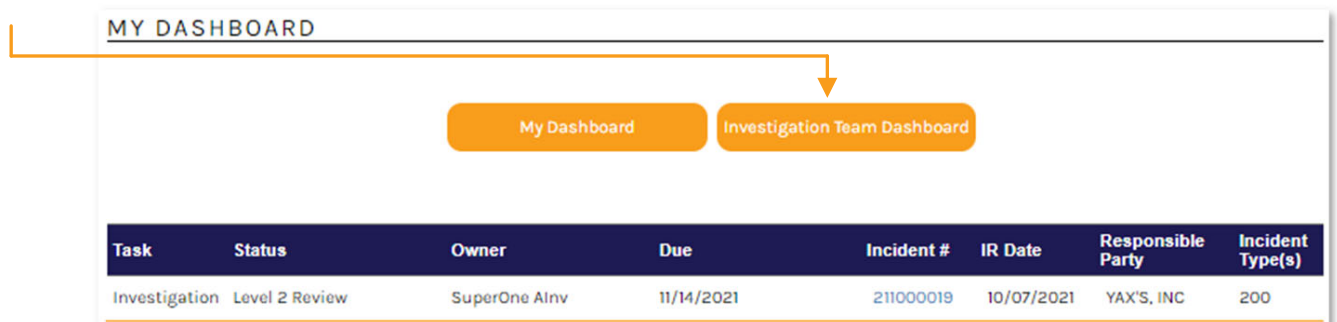**2** Select "Image" to access the system

Welcome to DBHDD Applications Portal

Application	Description	Status
Image	Incident Management	Approved

Click the link below to request access to an applications:
New Application Registration

3 You'll be directed to the home page, where you can select "Dashboard" from the upper left menu or "Go to Dashboard" from the home page

Home   Dashboard   Search   Help   ▶   Return to Most Recent Search   Return to Most Recent Dashboard

Welcome to DBHDD Image Application
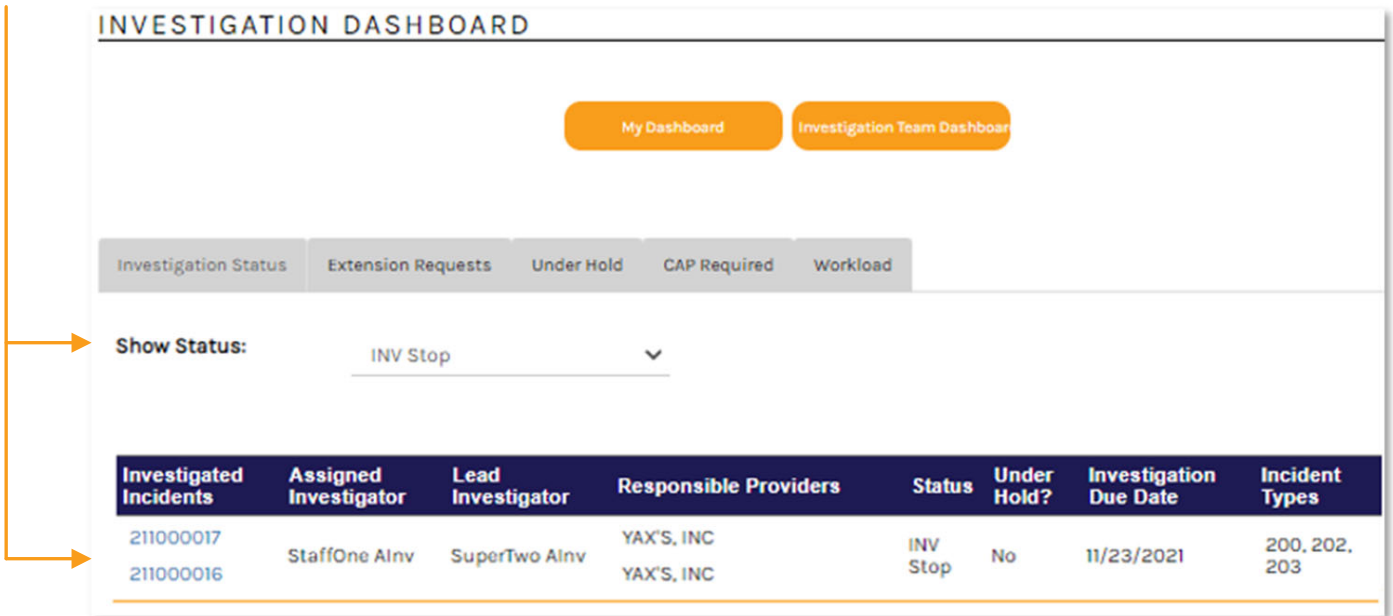
Go to Dashboard   Go to Search

Message Center

The "Help" function in Image is only for critical system issues or failures. Please consult with your manager prior to using this function.

4 You'll be directed to your own Dashboard. Select "Investigation Team Dashboard."

MY DASHBOARD

My Dashboard   Investigation Team Dashboard

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 2 Review	SuperOne AInv	11/14/2021	211000019	10/07/2021	YAX'S, INC	200

5 On the Investigation Team Dashboard, set the Show Status to "INV Stop," and select the row for the investigation in which you want to remove or reopen a previously approved Deficient Practice (DP)
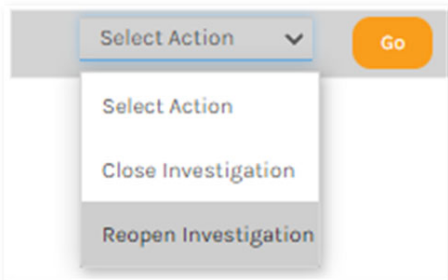
INVESTIGATION DASHBOARD

My Dashboard   Investigation Team Dashboard

| Investigation Status | Extension Requests | Under Hold | CAP Required | Workload |

Show Status: INV Stop ⌄

Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
211000017 211000016	StaffOne AInv	SuperTwo AInv	YAX'S, INC YAX'S, INC	INV Stop	No	11/23/2021	200, 202, 203

6 You'll be taken to the Investigation Details tab. Scroll to the Action menu, select "Reopen Investigation, and click "Go."

Select Action ⌄   Go

Select Action
Close Investigation
Reopen Investigation

7 Confirm that you want to reopen the investigation by clicking "Yes"

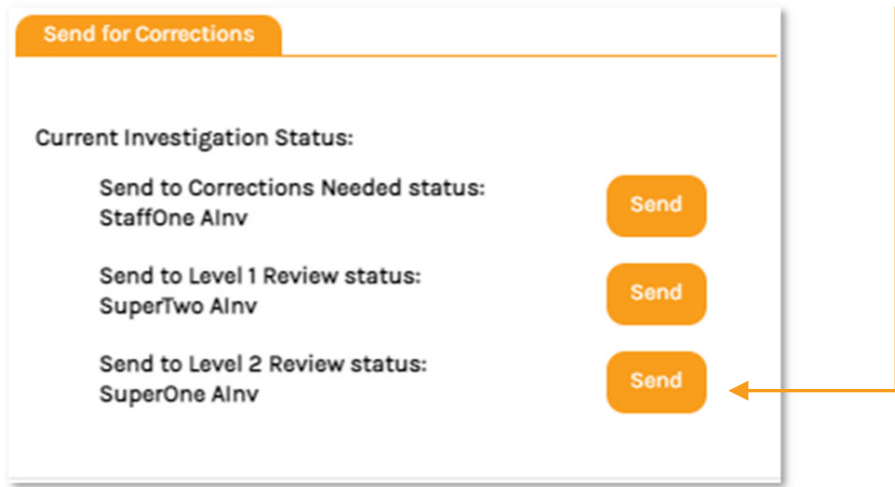### Confirm

Reopening this investigation will allow it to be changed. Once reopend, it will follow the same workflow rules from whatever status it is reopened to. Do you wish to continue?

No   Yes

8   On the Send for Corrections screen, click "Send" next to "Send to Level 2 Review status"

> ## Send for Corrections
>
> **Current Investigation Status:**
>
> Send to Corrections Needed status:
> StaffOne AInv   **[Send]**
>
> Send to Level 1 Review status:
> SuperTwo AInv   **[Send]**
>
> Send to Level 2 Review status:
> SuperOne AInv   **[Send]** ←

9   The investigation will show on your Dashboard with a Status of "Level 2 Review." Click on the row to open the investigation.

MY DASHBOARD

[My Dashboard]   **[Investigation Team Dashboard]**
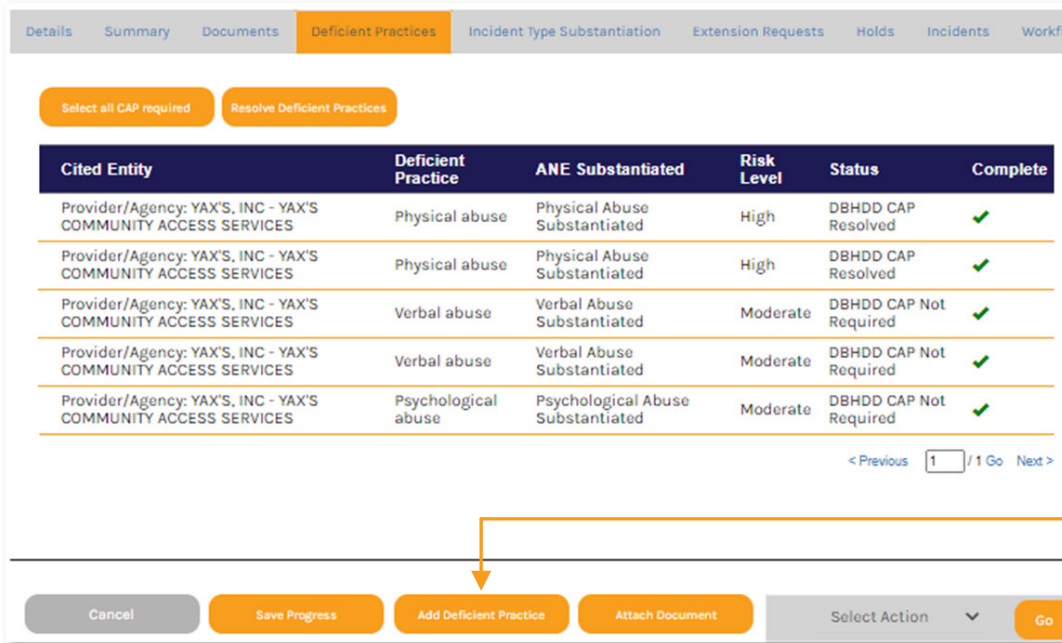
Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 2 Review	SuperOne AInv	11/23/2021	211000016 211000017	10/01/2021 10/02/2021	YAX'S, INC	200, 202, 203

> 📝 If you were not the original Level 2 Reviewer, you can locate the investigation on the Investigation Team Dashboard by setting the Show Status filter to "Level 2 Review"

10   The investigation will show as "Reopened"

> **INVESTIGATION (REOPENED)**
> Status: Level 2 Review

11 Navigate to the Deficient Practices tab and click on the DP you want to reopen or remove
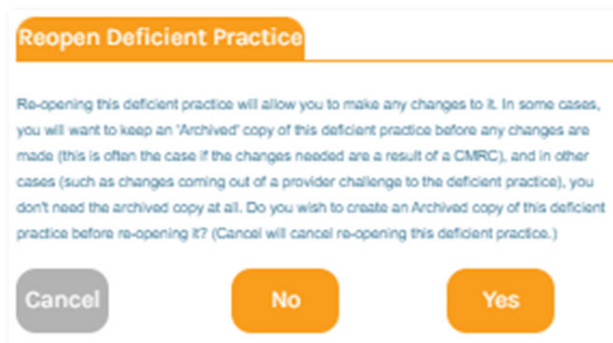

If needed, you can also add a new DP by selecting the "Add Deficient Practice" button

12 You'll be directed to the "Deficient Practice Details" page. Scroll to the bottom of the page and select "Re-open for Edits" or "Remove this Deficient Practice."
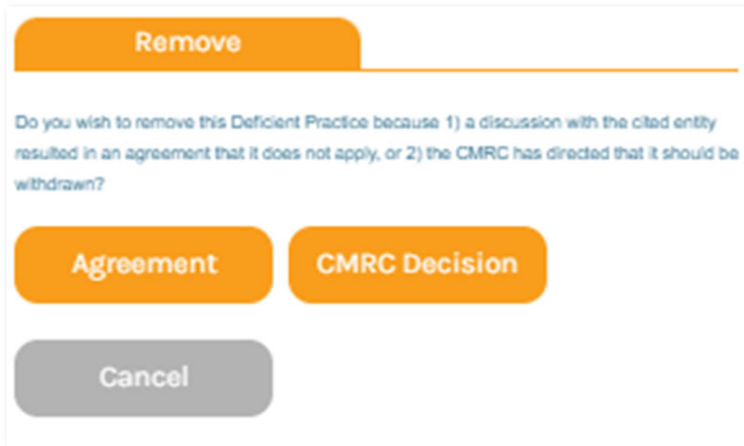

Removing or editing DPs **requires** that you generate a *Revised* Final Investigation Report PDF

13 Reopening gives you the opportunity to create an archive copy of the original DP. Click "No" or "Yes" for creating an archive copy. Once you've reopened the DP, you can proceed with necessary edits.

Clicking "Cancel" will cancel the reopen DP function

14 Removing the DP asks you to verify if it was the result of an agreement from a Provider review or from a CMRC decision
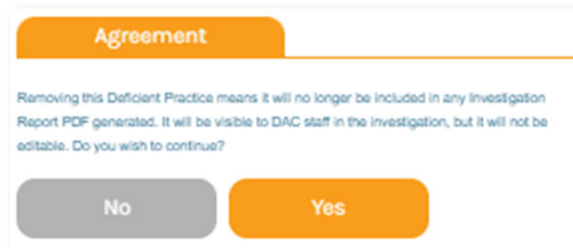
Remove

Do you wish to remove this Deficient Practice because 1) a discussion with the cited entity resulted in an agreement that it does not apply, or 2) the CMRC has directed that it should be withdrawn?
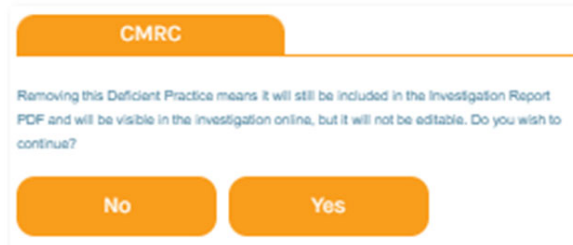
[Agreement] [CMRC Decision]

[Cancel]

Agreement

Removing this Deficient Practice means it will no longer be included in any Investigation Report PDF generated. It will be visible to DAC staff in the investigation, but it will not be editable. Do you wish to continue?

[No] [Yes]

📝 DPs removed by provider agreement will **not** appear on the *Revised* Final Investigation Report PDF
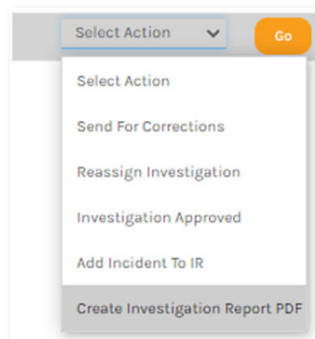
CMRC

Removing this Deficient Practice means it will still be included in the Investigation Report PDF and will be visible in the investigation online, but it will not be editable. Do you wish to continue?

[No] [Yes]

📝 DPs removed by CMRC withdrawal **will** appear on the *Revised* Final Investigation Report PDF

15 **Generating Final Revised Investigation Reports** – When a DP is edited or removed, you'll need to generate a *Revised* Final Investigation Report

15.1 From the Action menu, select "Create Investigation Report PDF" and click "Go."
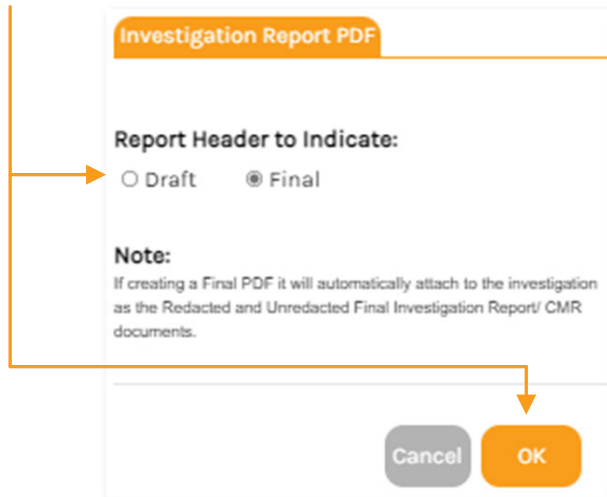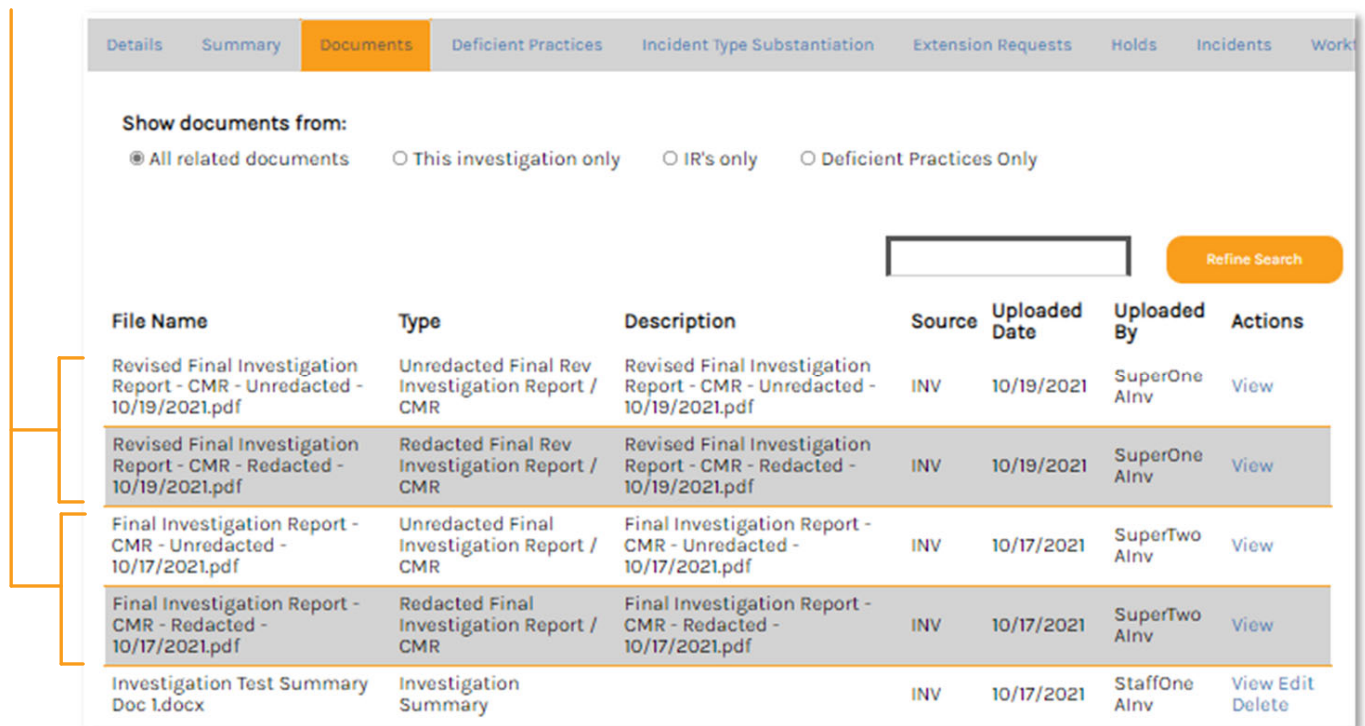
Select Action ▾ [Go]

Select Action
Send For Corrections
Reassign Investigation
Investigation Approved
Add Incident To IR
Create Investigation Report PDF

15 **Generating Final Revised Investigation Reports** *(cont)*

15.2 The "Investigation Report PDF" dialog box will open. Select "Final" and click "OK."

15.3 The Documents tab now shows the *Revised* Final Investigation Reports (unredacted and redacted) and original Final Investigation Reports

📝 The most current documents will always be listed first

📝 The revised documents are also available to Providers under the "Your Uploaded Documents" section of the Incident Overview page