THE DOMINO EFFECT :

What Happens When OR Charge Capture Documentation is Incomplete?

One Missed Scan. One Forgotten Implant. See the Ripple Effect Across Your Hospital Teams.

Circulating nurses get pulled back to clarify what was used

- They are asked to confirm implants, biologics, trays, or supply items from memory.
- If the case had happened days earlier, accuracy drops even further.
- Nurses often have to leave the floor or call between cases to answer questions.

Scrub techs are asked to recreate usage

- If the nurse cannot remember, scrub techs are contacted to confirm what was opened.
- This becomes guesswork when multiple items or trays were used.

OR Business Managers manually reconstruct the case

- They review the EMR, picklists, preference cards, and any leftover packaging.
- They compare documentation to vendor invoices to figure out what was actually used.
- This is where most discrepancies are found.

Rev-cycle and charge capture teams hold or delay charges

- If lot and serial no. are missing
- If an implant was documented but not billed
- If an item was billed without documentation
- If the implant does not match the materials master
- These holds often block reimbursement until corrected.

Billing appeals require documentation hospitals cannot produce

- Payers request proof of use for high cost implants.
- If OR documentation is incomplete, the hospital risks losing the payment entirely.

Materials management has to investigate mismatches

- If documentation shows an item used but inventory does not reflect it, they have to track it down.
- If inventory shows an item was used but documentation does not, they flag it for charge correction.

Supply chain or contracting teams get involved when costs do not match documentation

- If an implant is billed at the wrong price
- If a biologic or consignment item was not documented
- If vendor consignment reconciliation does not align with case logs

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Info@identimedical.com

identimedical.com