



A QUALITY PROGRAM
of the AMERICAN COLLEGE
OF SURGEONS

Instructions for Deficiency Resolution Page

Location of Deficiency Resolution link:

1. Open your most recent survey SAR (even though it states it is 'closed')
2. Click on the 'Menu' button
3. The Deficiency Resolution link will be at the bottom of the drop down box
4. A blue 'Click here to open Resolution page' ribbon will appear, click on it to open the screen.
5. There are two documents available on this screen for your reference:
 - a. Deficiency Resolution Required Documentation
 - b. Instructions
6. Follow instructions below for uploading documentation.

Instructions

To enter deficiency resolution documentation:

1. Click on the 'Select Standard' button.
 2. Click on the 'Select Standard' drop down box, select standard. (The drop-down box also includes an option for 'Other'.)
 3. Enter comments (REQUIRED) on your resolution status. If there are no comments entered, the document will not be saved.
 4. Click on 'Browse' to upload supporting documentation. Single and/or multiple documents uploaded at one time that are over **20MB** will not be saved. You will need to upload them separately or you may need to break up a single document over 20MB into separate documents.
 5. Click on 'Save'
- Repeat for each deficient standard.

To edit or add additional comments or documentation:

1. Click on the underlined standard within the table (do not click on 'select standard for resolution' button).
2. More than one document can be uploaded for each standard. Make sure all documents have appropriate titles.
3. If you have previously submitted documentation and need to add additional documents, you will just need to click on the underlined standard to open the work table to upload the resolution documentation. **Do not delete** any of the previously submitted documentation.

To delete an entry:

1. Click on the trash can icon, located to the far right of the row. The entire row will be deleted including comment and uploaded documents.

To delete only a document:

1. Click on the trash can icon located to the far right of the listed document title.

NOTE: If you are asked to upload additional documentation for resolution, do NOT delete any of the documents previously uploaded. Thank you.

Updated 1/17/18