

# Void a Patient Letter

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## Voiding and Reauthorizing a Patient Letter

Users can now **void patient letters** (including signed documents) when they are created in error—such as being attached to the wrong patient. This feature ensures proper audit logging and compliance without removing the letter from the medical record but excludes it from processes such as EHI Exports, CCDAs, and so on as the VOID status is excluded.

### What Does Voiding a Letter Do?

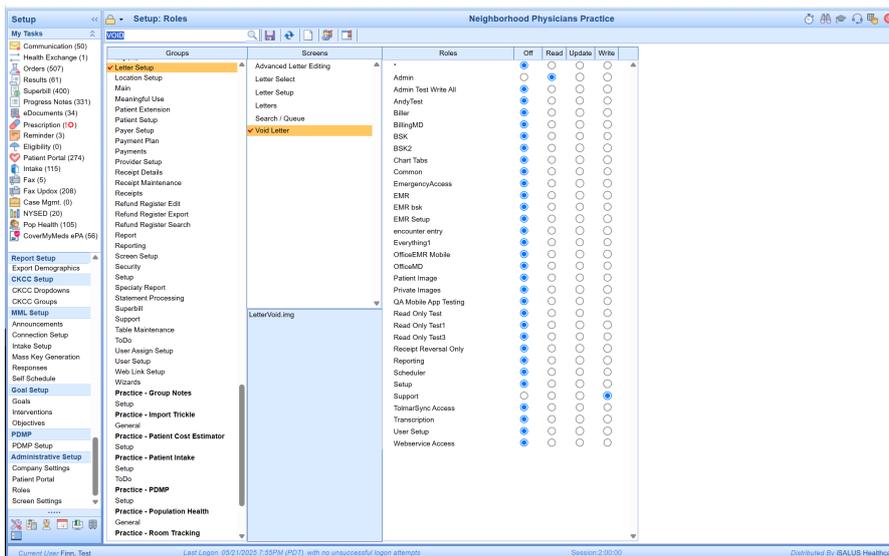
- Changes the letter’s status to **VOID**, preventing it from being viewed by users **without appropriate role permissions**
- Leaves the letter visible in the **Letter History** tab, but grayed out and inaccessible to unauthorized users
- Requires a **free-text reason** to be entered at the time of voiding
- Logs the action and user in the **audit trail**
- Excludes the voided letter from patient data compilations such as **EHI Patient Exports, CCDAs and Print Management**
- Allows reauthorization by approved users, restoring its prior metadata (e.g., signed) and setting to a new status of **REAUTH**

### Access Control – “Void Letter” Role Setting

Access is managed via:

**Setup > Roles > Practice - General > Letter Setup > Void Letter Role**

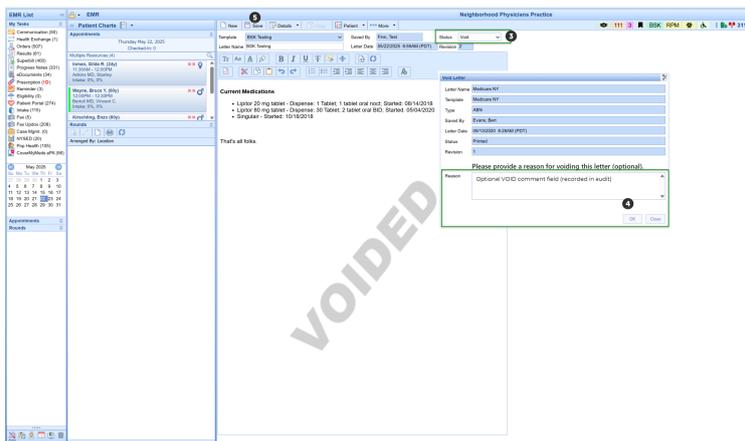
Role Access Level	Can Void Letter?	Can View Voided Letter?
Off	<input type="checkbox"/>	<input type="checkbox"/>
Read	<input type="checkbox"/>	<input type="checkbox"/>
Update	<input type="checkbox"/>	<input type="checkbox"/>
Write	<input type="checkbox"/>	<input type="checkbox"/>



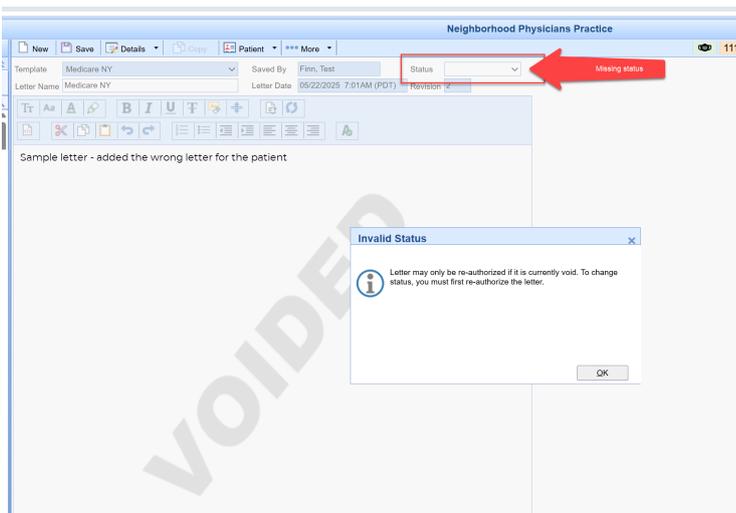
## How to VOID a Letter

### Recommended steps:

1. Open the **patient chart**
2. Go to **Letters > History**, then **open the letter** you want to void
3. In the **top right corner**, set the status to **VOID**
4. (Optional) Enter a **comment** explaining the reason (which saves in the audit) and click **OK**
5. Click **Save**



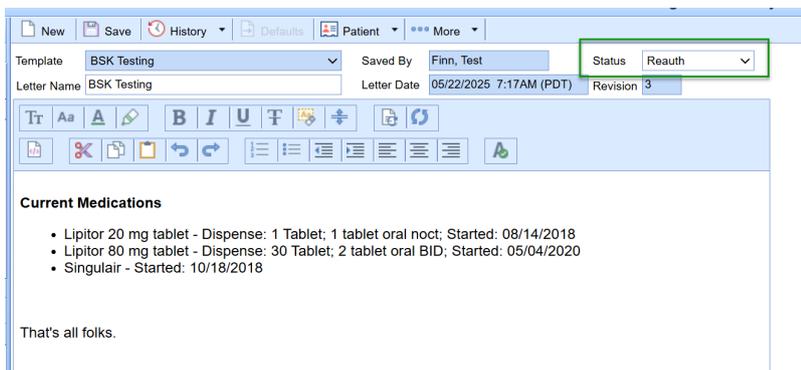
⚠ While you can also right-click a letter in History and select **Void**, you **must still open the letter and manually set the status to VOID** and Save for the change to complete. Failing to do so will not apply the void correctly despite the VOIDED watermark display. *In such an event, open the letter, set the status, and then save.*



## How to REAUTHORIZE a Voided Letter

1. Confirm the letter is currently in **VOID** status
2. Open the letter
3. In the **top right corner**, change the status to **REAUTH**
4. (Optional) Add a comment explaining the re-authorization
5. Click **Save**

This restores the original metadata (e.g., signed status) and updates the letter to a new status: **Reauth**.



## Not able to VOID/REAUTHORIZE or see Voided Letters?

If you are unable to void or view voided letters as expected, contact your practice administrator to confirm your role access settings.