

Add problem using free text

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Use the Problems module to record an encounter's diagnosis using the Free Text field. The Free Text option is useful for clinics without access to ICPC.

Alternatively, you can record a problem by selecting it from the **existing or recent problems** list or selecting one **from the ICPC list**. The method used is determined by the doctor or the practice's guidelines.

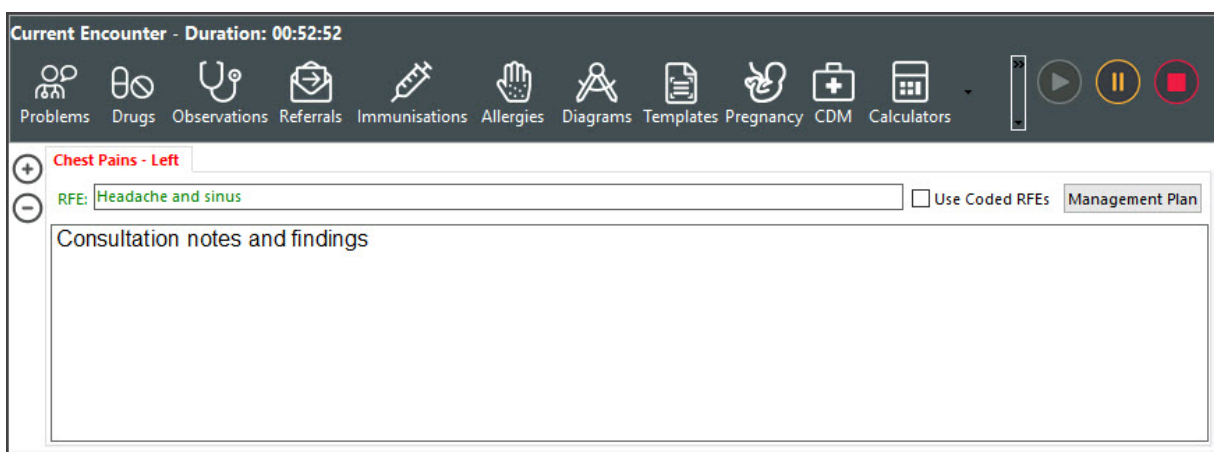
To add a problem using Free Text:

1. Start an encounter with the patient.

For a detailed explanation of how to do this, see the [Start an encounter article](#).

When the encounter starts, the **Current Encounter** section will open and display the clinical modules.

2. Select **Problems** from the **Current Encounter** menu.



The **Define Problem/REF** screen will open (screenshot below).

3. In the **Problems** section, select **Free Text**.
4. In the **Problem** field, type in the problem's name.
5. As an optional step, you can use the **Extra Text** field to add a note, for example, "left side" or "Head".
6. Select the **Select Problem** button.

This adds the problem to the tab above RFE that previously said **Undefined**.

To add additional problems, select the blue + icon on the top left and repeat the steps above.

Optional selections:

- **Add to History** adds the problem to the patient's history.
- **Add to Common** adds the problem to the practice's **Common Problems** list.
- **Onset Date** records when the problem started.
 - This is required for My Health Record **Shared Health Summary uploads**.
- **Accurate To** notes the approximation of the onset date.
- **Criticality** can be used to sort a patient's problems in **Summary Views**.

7. Select **Close** to save the problem.

When you select Refresh, the problem will appear in the patient's **Summary Views > Problems** tab.

The screenshot shows the 'Define Problem/RFE' window. At the top, the 'Current Encounter' is 'Headaches - Back of head', with a red arrow pointing to it. Below this is an 'RFE:' field and a 'Management Plan' button. The main section is titled 'Headaches - Back of head (Existing Problem)'. Under 'Problem/RFE Selection', the 'Problems' tab is active. The 'Selection Method' includes radio buttons for 'Existing Problems', 'My Recent Problems', 'Predictive Search (ICPC and Common)', 'ICPC Search', 'Common Problems', and 'Free Text' (which is selected and circled in red). A 'Problems / Symptoms Only' checkbox is also checked. Below this is a large empty text area. At the bottom of this section, the 'Problem' field contains 'Headaches' (circled in red) and the 'Extra Text' field contains 'Back of head'. To the right are 'Select Problem' (circled in red), 'Add to History', and 'Add to Common' buttons. The 'Include in Correspondence' checkbox is checked. The 'Problem Details for - Headaches - Back of head (Existing Problem)' section includes an 'Onset Date' of '05/10/2021', 'Accurate To' options (Day, Month, Year, Other), a 'Criticality' dropdown set to 'Important', and checkboxes for 'Left', 'Right', and 'Current' (checked). A 'Comments and Management Plan' text area is at the bottom. The footer contains 'Help' and 'Close' buttons.