



Append Note Guidance

The Append feature is used when additional information needs to be added to an existing note, or when incorrect information has been saved in an existing note.

Who can create an Append?

Care Managers, HARP Care Managers, and Care Manager Supervisors.

Where can an Append be used?

Any note that has been finalized: Client Search, Contact, or CareManager.

Can an Append be deleted?

The Append and the note are tied together. If a note with an Append needs to be deleted, both will be deleted. If an Append on the note needs to be deleted, the entire note including the Append will need to be deleted. This is done by submitting a Help Desk ticket.

When to use an Error Resolution Contact Note instead of an Append?

When items are deleted or voided from the chart and/or when requested by the Help Desk. For example, voiding an HML.

What if a note includes PHI for another member by mistake?

Do not Append a note if there is PHI for another member. Instead, send a ticket to the HHUNY Help Desk for assistance in deleting the note.

Please see the [Updates Webinar 1/21/25 PowerPoint](#) for information and examples of the Append Note feature, found on slides 72-83.



1) Navigate to the note needing an Append and select **View**.

Note Date	Type of Activity	Contact Date	Service Code	Note Status	Created By	Last Edited By	Actions
06/04/2025	Contact	06/04/2025	800 - Billable Core Service	Final	Nira Tobochnik	Nira Tobochnik	View

2) Select **Append**.

Buttons: [New Note](#) [New Task](#) [Back](#) [Previous](#) [Next](#) [Print](#) [Edit](#) [Append](#) [Void](#)

3) Append Note window will open. Type in necessary information and select **Save**.

Append Note

Save

New Comments to Be Appended to the Original Note*

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4) Appended Notes display at the bottom of the original note.

Appended Notes

Created on 06/04/2025 11:27 AM EDT by Nira Tobochnik

Example