Enter POC Text

Multiple users can work on a single survey in the *e*POC application. However, only one user at a time can enter or modify the POC text for a citation.

There is no limit to the amount of POC text you can enter. <mark>If you copy and paste text from another word processor, there may be problems with special characters. Be sure to carefully review text pasted in from an external word processor and remove any odd characters.</mark>

POC Instructions, above the POC Description, guide the user on entry of a POC Description and Completion Date (X5). Click on the POC Instructions title to expand or collapse the instruction text. Instructional text does not display for tags with scope/severity level-A or for tags marked Past Non-compliance (PNC).

To enter Plan of Correction text:

1 Open the **Survey Detail** page.

2 To open the **Plan of Correction** entry page for a tag, click it in the grid.

3 In the **Facility Response** panel, enter POC text in the **POC Description** box.

   You can enter an unlimited amount of text.

4 Enter or select (from the calendar) the **Completion Date (X5)**.

5 Click the **Save as Pending** or **Submit as Final** button.

   If you select Save as Pending, the status of the tag changes to Pending.

   If you select Submit as Final, the Attestation of POC Submittal Terms and

   Conditions page opens.

If the Completion Date is more than 6 months after the Survey Exit date, an overridable message is displayed when you select Submit as Final.
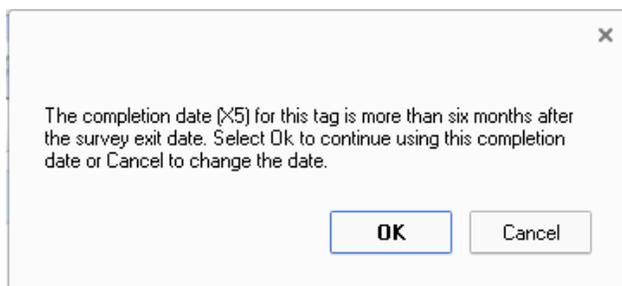

Figure 2: Completion Date message

Compose a Plan of Correction

You can enter POC text on the Plan of Correction page for the tag selected in the Survey Detail grid.

The Statement of Deficiency column contains the tag information, regulation text, and observation text. The regulation text and Observations are expandable and collapsible by clicking on the tag title or Observations link. Any POC text already entered displays in the Facility Response column.

After entering POC text, you can submit the POC to your SA/RO as final, or save it as pending if you want to add or edit text. When you submit a POC as final, you must enter a Completion Date, and sign an attestation.

You cannot enter POC text for:

> •Comment tags (0000 and 9999)
>
> •Past Non-Compliance (PNC) tags
>
> • A-Level Scope/Severity tags

You must, however, acknowledge these tags and surveys.

When the SA/RO rejects a POC, the reasons for rejection are shown underneath the POC Description panel on the POC entry page. You can review the rejection information, revise the POC, and re-submit it.

For waiver requests, you can respond with POC text and/or enter something like "request waiver" or "request extension of waiver". The SA/RO can choose to accept or reject the POC and/or waiver request.

NOTE: You may use any word processing application to create the Plan of Correction. However, to copy that information and paste it into POC Description area first save the file in RTF (rich text format) or as a text file do not copy directly from a MS Word Doc or Docx formatted file. In some cases you may wish to create your response, open Notepad, copy your response into Notepad and then copy and paste from Notepad into ePOC. Other restrictions, not listed in the ePOC Provider manual: there can be no tables or graphics. However, those can become an attachment by following the Attachment process.