

Clinical Information Reconciliation

Meaningful Use Stage 2 & 3



2015 Certification Criterion:

- **Objective 7: Medication Reconciliation**

Meaningful Use Stage 3 Objective:

- **Objective 7 Health Information Exchange - Measure 3 (Clinical Information Reconciliation)**

Modified Stage 2 (Medication Reconciliation):

- The eligible hospital or CAH performs medication reconciliation for more than 50 percent of transitions of care in which the patient is admitted to the eligible hospital's or CAH's inpatient or emergency department (POS 21 or 23).

Stage 3 (Clinical Information Reconciliation):

If you are attesting to Medicare or Dually Eligible (Medicare and Medicaid) submitting directly to CMS:

- For more than 50 percent of transitions or referrals received and patient encounters in which the provider has never before encountered the patient, the eligible hospital or CAH performs a clinical information reconciliation. The provider must implement clinical information reconciliation for the following three clinical information sets: 1) Medication. Review of the patient's medication, including the name, dosage, frequency, and route of each medication. 2) Medication allergy. Review of the patient's known medication allergies. 3) Current Problem list. Review of the patient's current and active diagnoses.

If you are attesting to Medicaid or Dually Eligible submitting directly to the state:

- For more than 80 percent of transitions or referrals received and patient encounters in which the provider has never before encountered the patient, the eligible hospital or CAH performs a clinical information reconciliation. The provider must implement clinical information reconciliation for the following three clinical information sets: 1) Medication. Review of the patient's medication, including the name, dosage, frequency, and route of each medication. 2) Medication allergy. Review of the patient's known medication allergies. 3) Current Problem list. Review of the patient's current and active diagnoses.

Clinical Information Reconciliation allows users to reconcile allergies, medications, and problems that were imported from a Transition of Care Summary/Referral Summary C-CDA. Imported data can be merged and duplicates can be consolidated. Users can import new, keep an existing, or remove records. A single pending reconciled list can be reviewed for accuracy and then reconciled into the patient record.

Clinical Information Reconciliation is an application that must be turned on to enable both the capability to reconcile imported medications, allergies, and problems as well as enable importing pending data from a C-CDA.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Setup for Image Titles

In order for the CCDAs documents to upload correctly into the EHR, the HIE Image Titles and CCDAs Image Titles need to be setup.

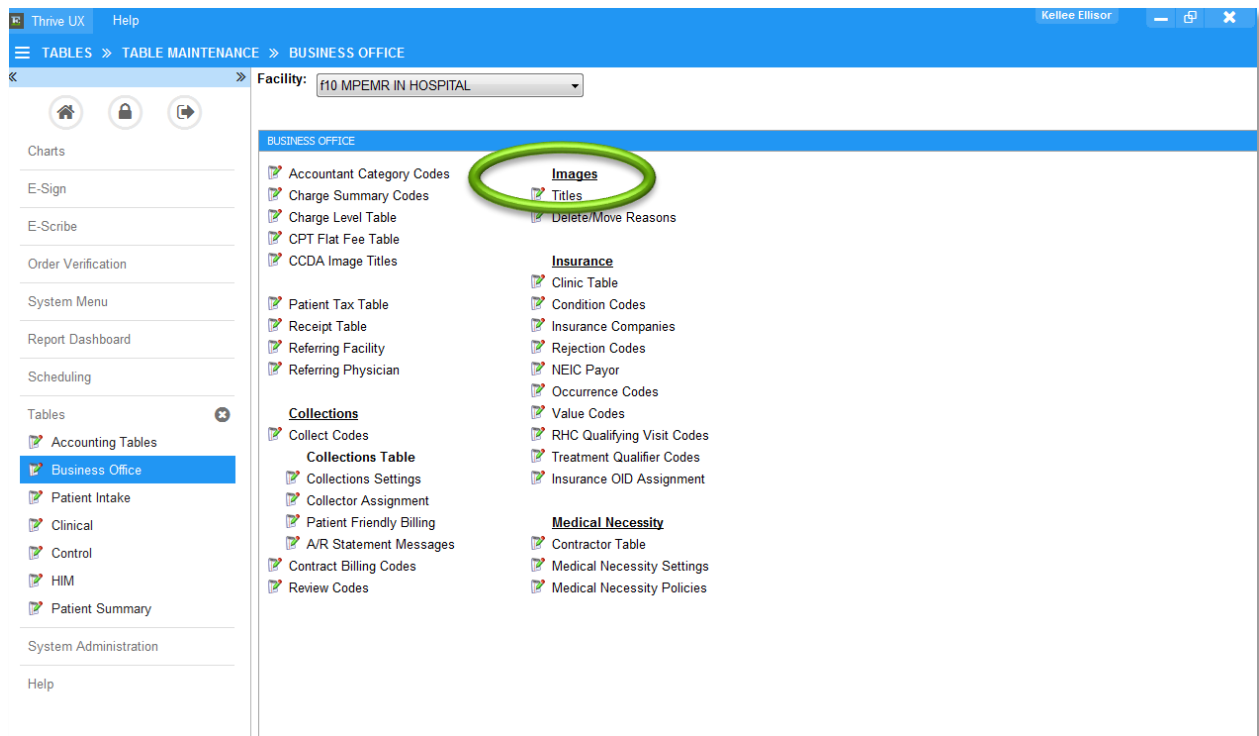
Path to setup the HIE Image Titles: Thrive UX > Tables > Business Office > Images: Titles

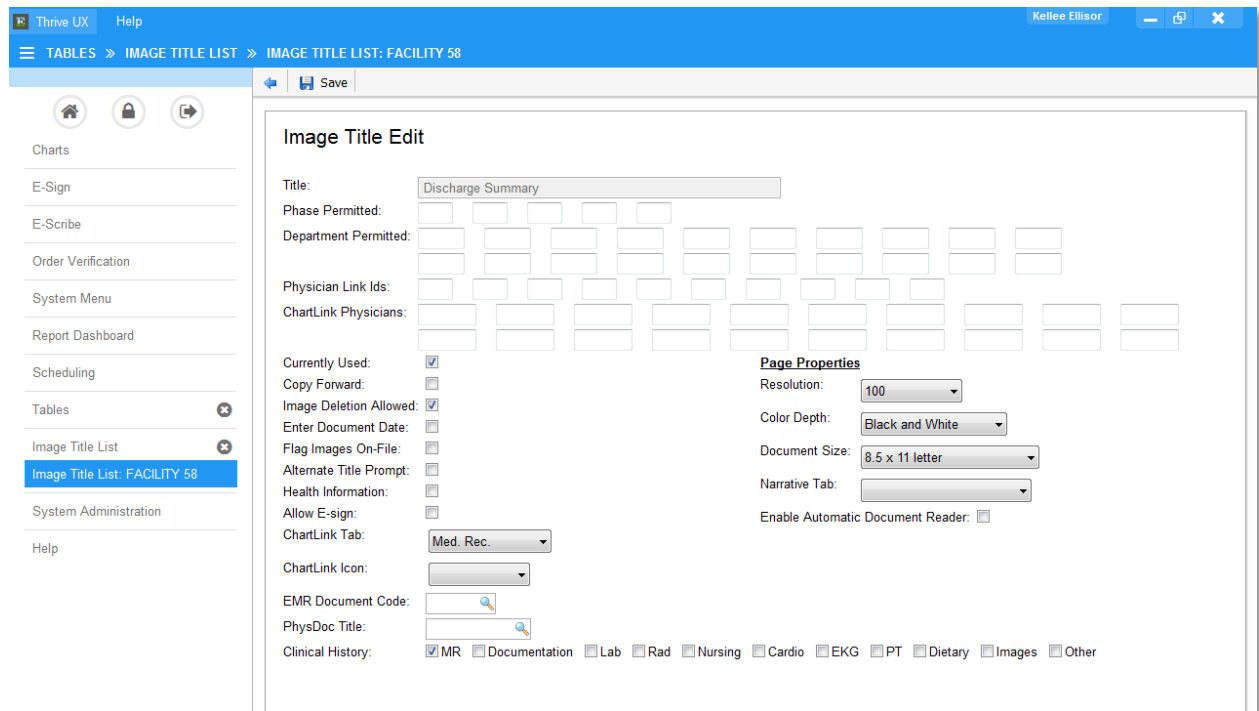
Recommended Image Titles to setup:

- Patient Summary
- Referral Note
- Discharge Summary
- Unspecified Document

Recommended Setup for HIE Image Titles:

- Currently Used: Select this checkbox.
- Image Deletion Allowed: Select this checkbox.
- ChartLink Tab: Select Med Rec (Medical Records). This is where the imported document will display within Reports and Attachments.
- Clinical History: This is an optional field. If you want the Imported document to display in Clinical History, then select the MR checkbox.
- Page Properties: Use the default settings.





Path to setup the CCDA Image Titles: Thrive UX > Tables > Business Office > CCDA Image Titles

There are four document types to which image titles need to be associated:

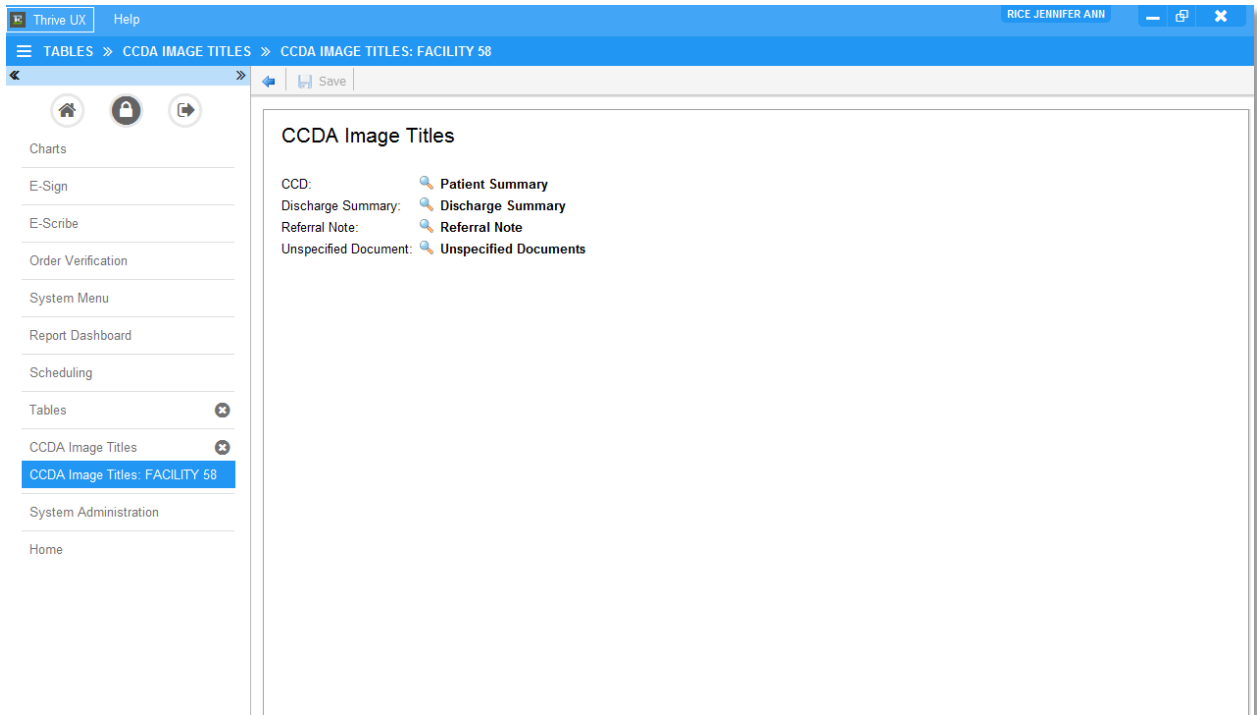
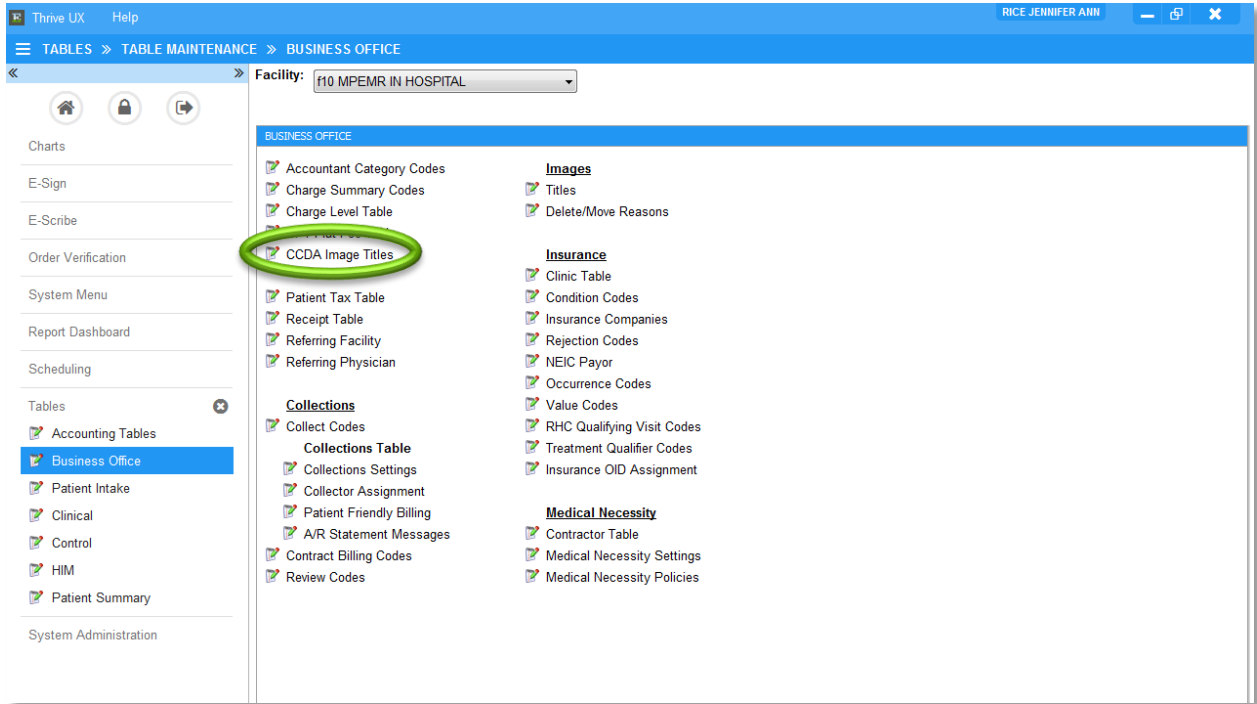
- CCD
- Discharge Summary
- Referral Note
- Unspecified Document

***Each document type needs to have its own specific image title so that the EMR can accurately store the document in Print EMR based on the document OID.

NOTE: Only documents whose OIDs match those of a CCDA (2.1 or 1.1), Discharge Summary or Referral Note will count in the numerator. All other documents imported will be stored as the Unspecified Document Type.

To associate the image title, simply select the magnifying glass next to the document type. The list of Image Titles will appear. Highlight the Image Title and select Ok. The image title will now be associated with that document type.

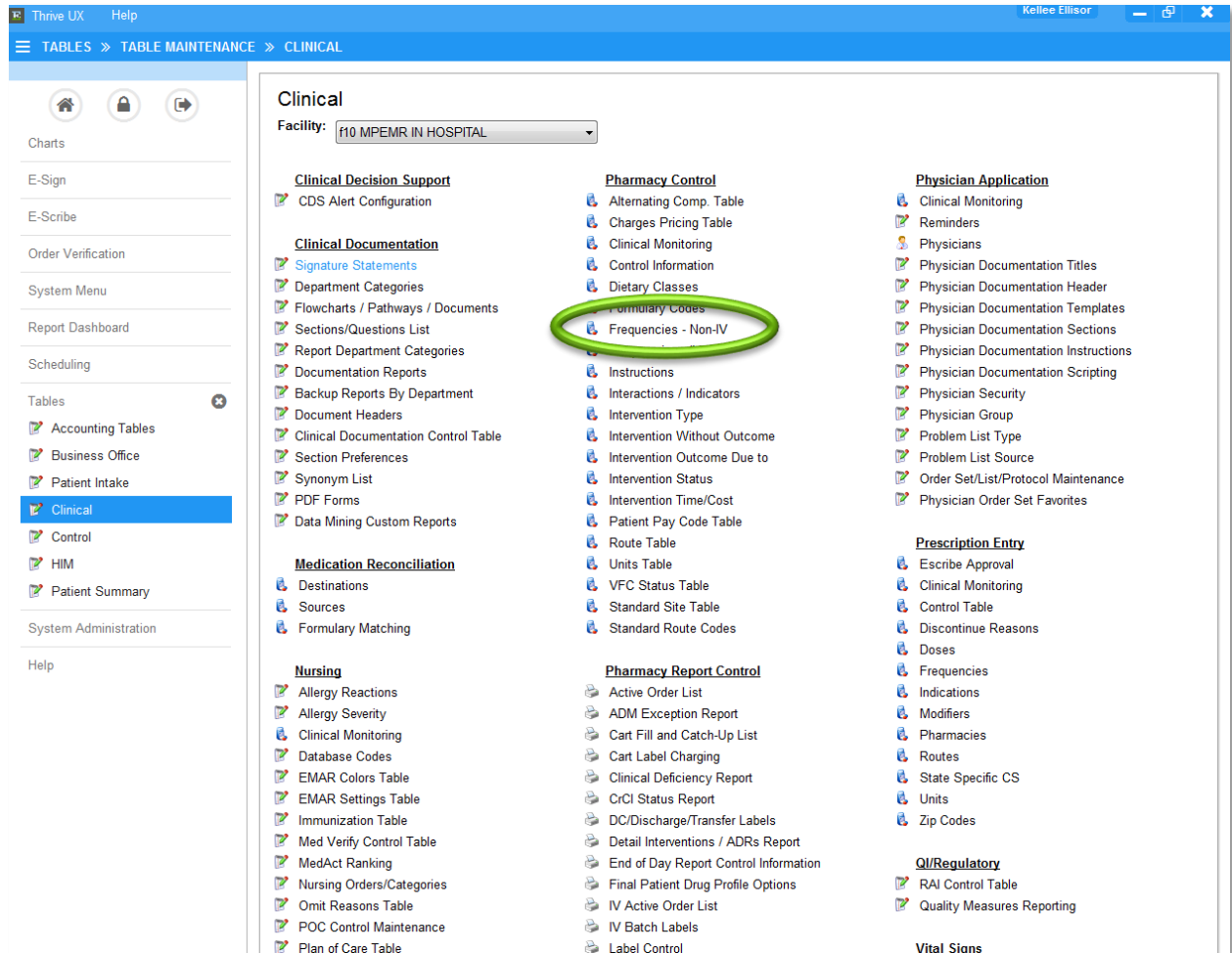
Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Setup for Pharmacy Frequencies

The system will check for a medication frequency value in the XML of an imported CCD to determine if a medication frequency will be imported. Pharmacy Non-IV Frequencies are set up with an associated CCDA Value. Then, the Prescription Entry Frequencies are associated to the Pharmacy Non-IV Frequencies.

Path to setup Pharmacy Non-IV Frequencies with a CCDA Value: Thrive UX > Tables > Clinical > Pharmacy Control: Frequencies – Non-IV



Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Select a frequency.

Facility 58 : f10 MPEMR IN HOSPITAL

Search: Frequency

Frequency	Description	Administration Times
SARA DAYS		Days of the Week: Monday Tuesday Wednesday
*DAILY	DAILY AT 9	0900
	NON FREQUENCY	
ACHS	AFTER MEALS & BEDTIME	0745 1130 1645 2100
BEDTIME	AT BEDTIME	2100
BID	9AM AND 9PM	0900 2100
BS FREQUENCY		Days of the Week:
CONTINUOUS	CONTINUOUS	
DAILY	GIVE DAILY	0900
DAILY@6PM	DAILY@6PM	1800
EVENING	EVENING	2200
EVERY 4 HOURS	EVERY 4 HOURS	0100 0500 0900 1300 1700 2100
EVERY SUNDAY	EVERY SUNDAY	Days of the Week: Sunday
FLUSH		
FOUR TIMES WEEK		Days of the Week:
HARRISON DAY O...	HARRISON ONCE A WEEK	Days of the Week:
M W F	MON WED FRI	Days of the Week: Monday Wednesday Friday
M,W,TH,FR,SUN	M,W,TH,FR,SUN	0001 0001 0001 0001 0001
MEALS		1200 1700
MIDNIGHT	AT MIDNIGHT	0000
MONFRI	TWICE A WEEK	Days of the Week: Monday Friday
MONTHLY	MONTHLY	Hours Between Doses: 720
ONCE	ONE TIME SCHEDULED	0900
PRN	AS NEEDED	
PRN EVERY 10 MIN	PRN EVERY 10 MIN	

Select the CCDA Value lookup to associate a CCDA Value with the Frequency.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



The screenshot shows the 'Non-IV Frequency Maintenance' interface for Facility 58: f10 MPEMR IN HOSPITAL. The 'Non-IV Frequency' is set to 'BID'. The 'CCDA Value' field is circled in green and contains 'BID'. Below this are sections for 'STANDARD TIMES', 'HOURS BETWEEN DOSES', and 'DAYS OF THE WEEK'.

NOTE: Each CCDA Value code can only be associated with one frequency.

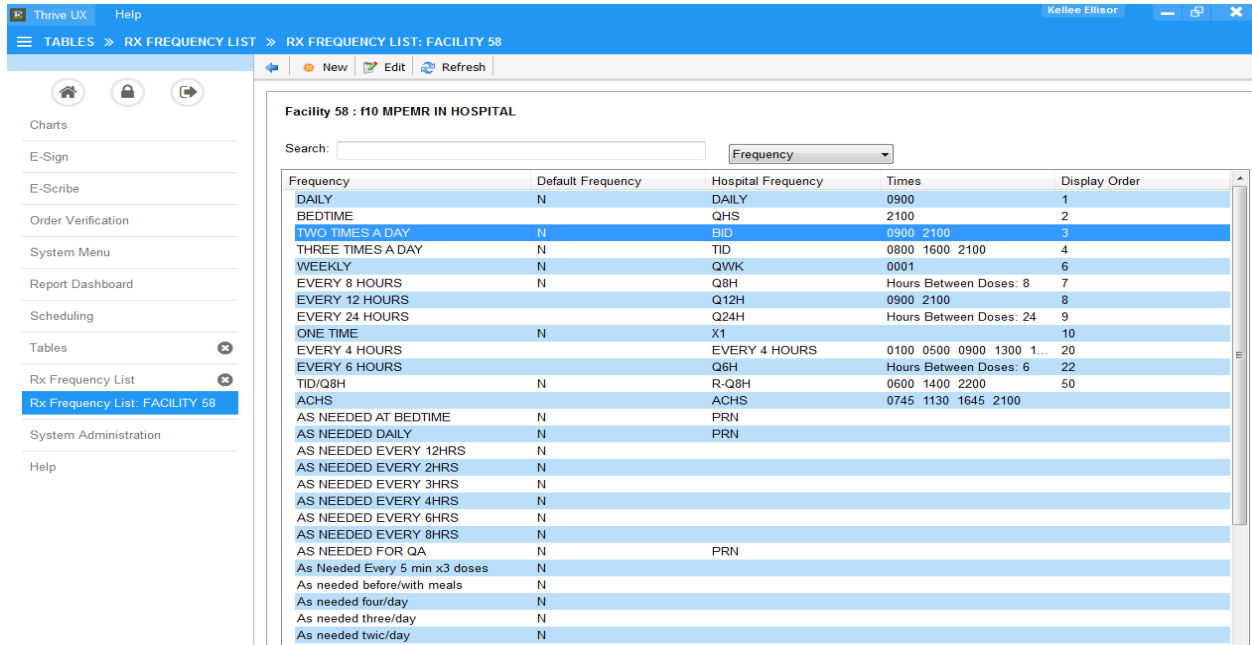
Path to associate a Prescription Entry Frequency with a Pharmacy Non-IV Frequency: Thrive UX > Tables > Clinical > Prescription Entry: Frequencies

The screenshot shows the 'Clinical' table maintenance screen for Facility f10 MPEMR IN HOSPITAL. The 'Prescription Entry' section is expanded, and the 'Frequencies' option is circled in green.

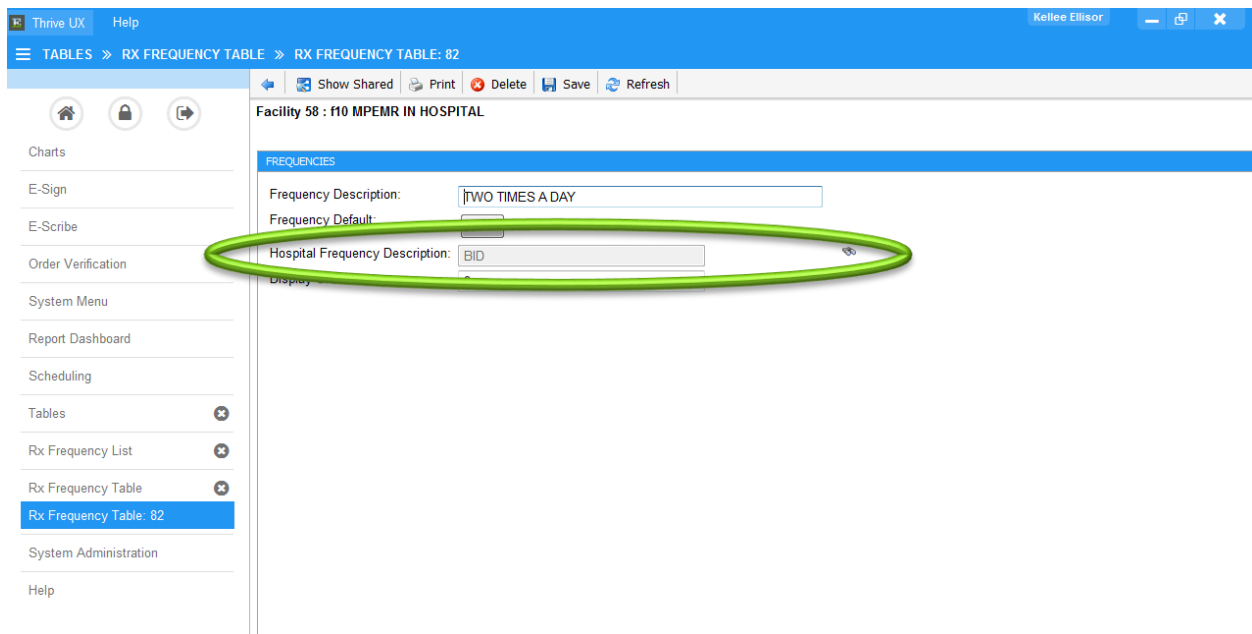
Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Select a Frequency.



Use Lookup to associate a Hospital Frequency Description. The lookup list will pull from the Pharmacy Control Frequency Non-IV table.



NOTE: A Pharmacy Non-IV Frequency can only be associated with a one Prescription Entry Frequency.

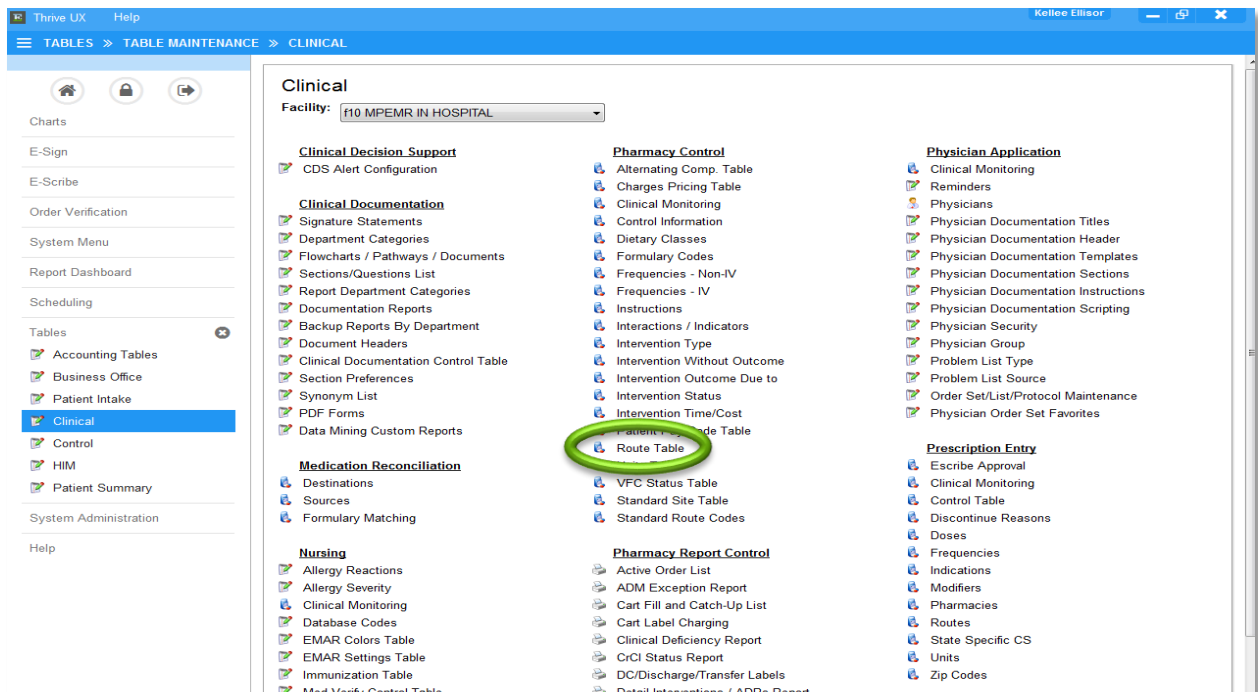
Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Setup for Pharmacy Routes

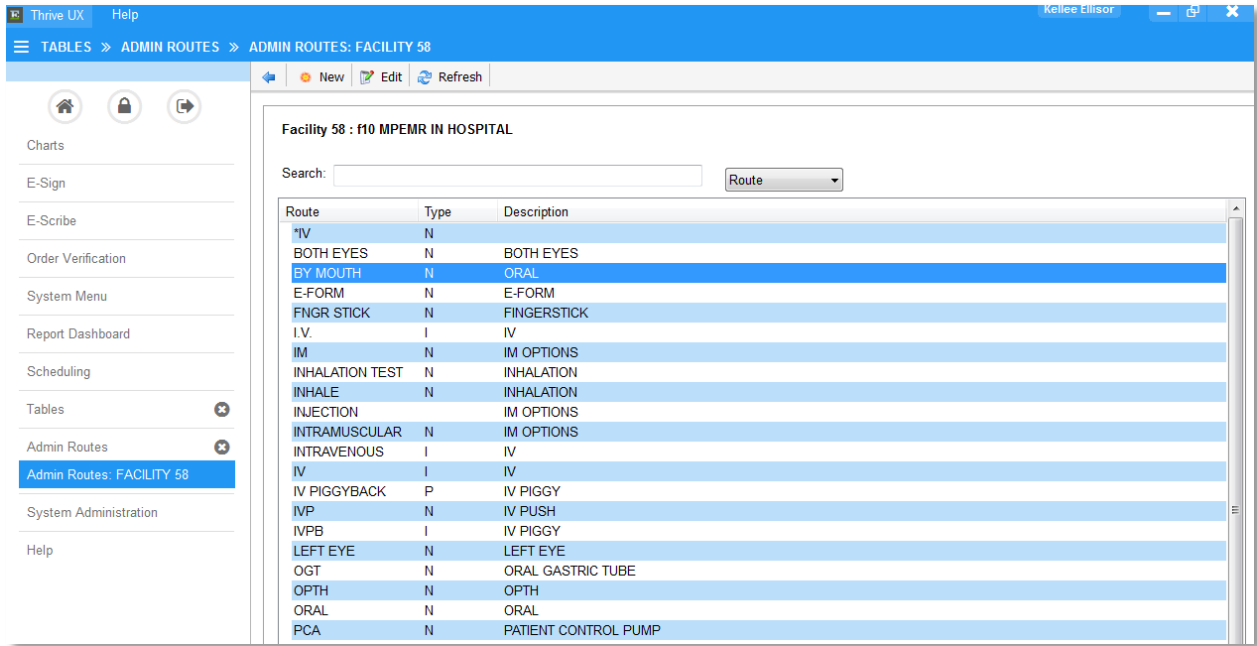
The system will check for a NCIT code in the XML of an imported CCD to determine if a medication route will be imported. Pharmacy Routes are setup with an associated NCIT code. Then, the Prescription Entry Routes are associated to the Pharmacy Routes.

Path to setup Pharmacy Routes with a NCIT code: Thrive UX > Tables > Clinical > Pharmacy Control: Route Table

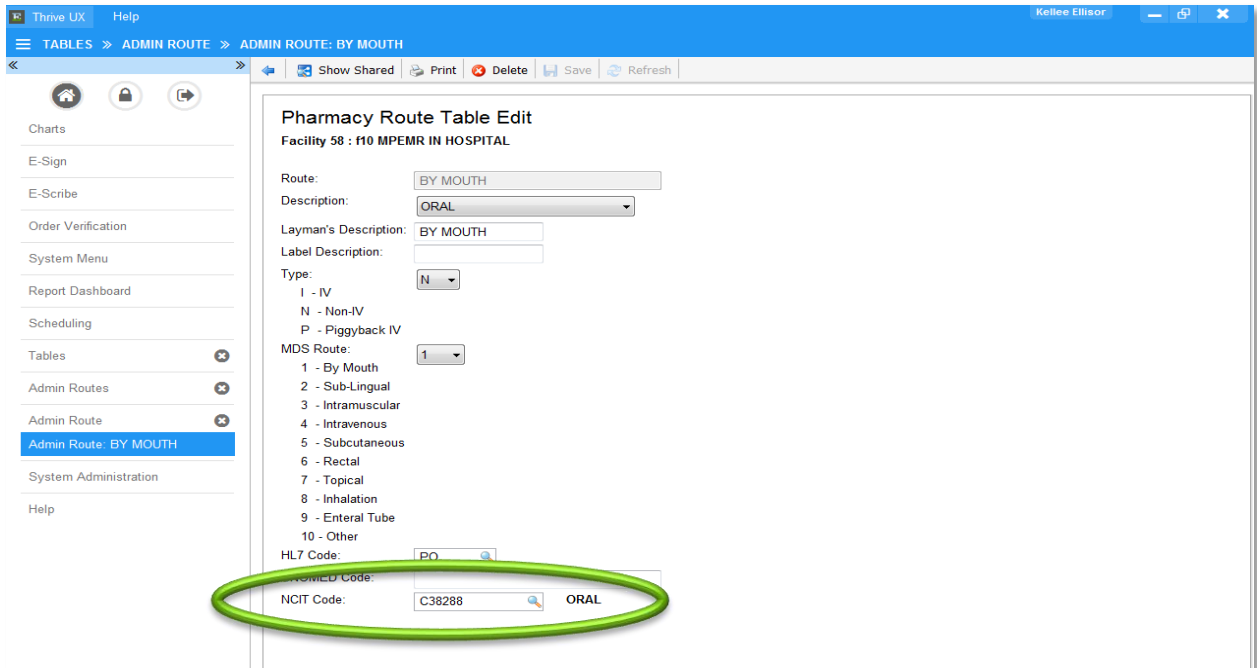


Select a Route from the table.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Use the lookup to associate the Route with a NCIT code.

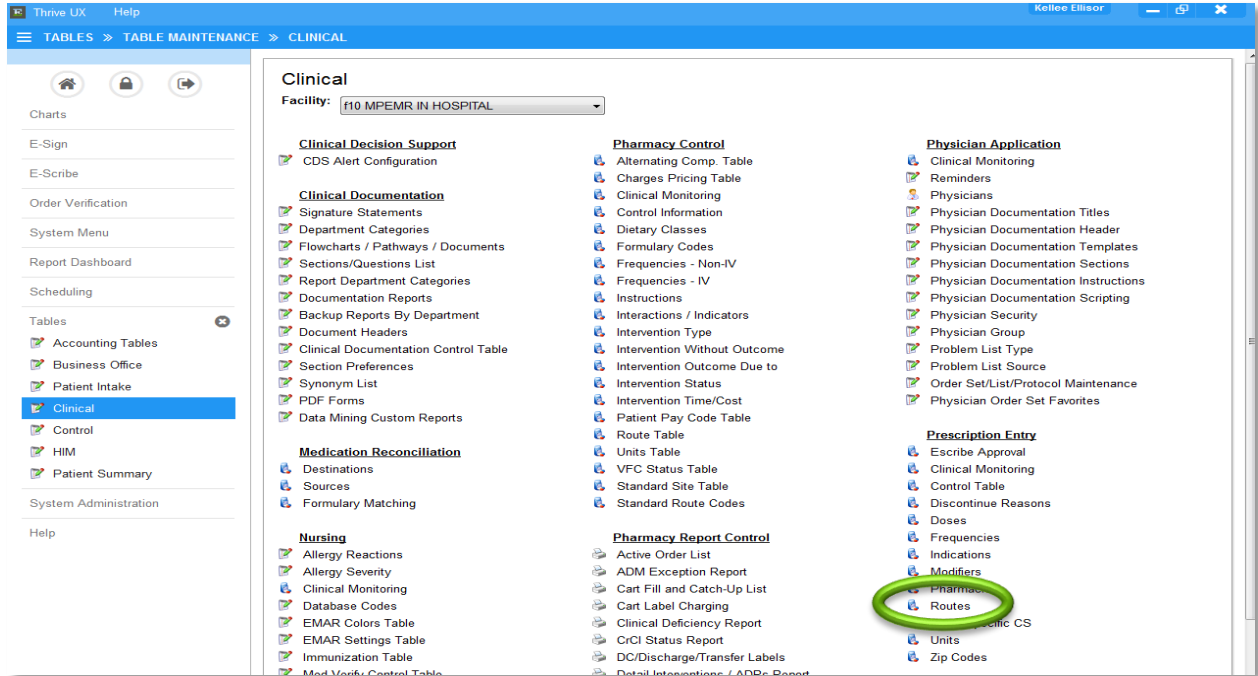


NOTE: Each NCIT Code can only be associated with one route.

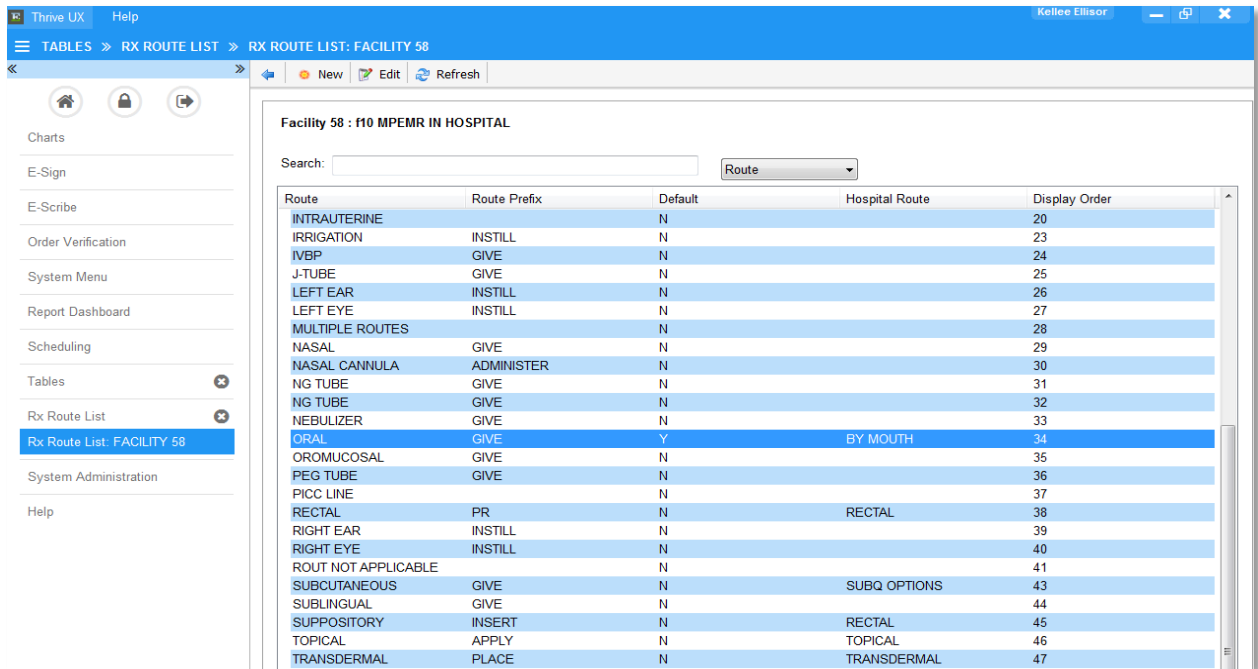
Clinical Information Reconciliation Meaningful Use Stage 2 & 3



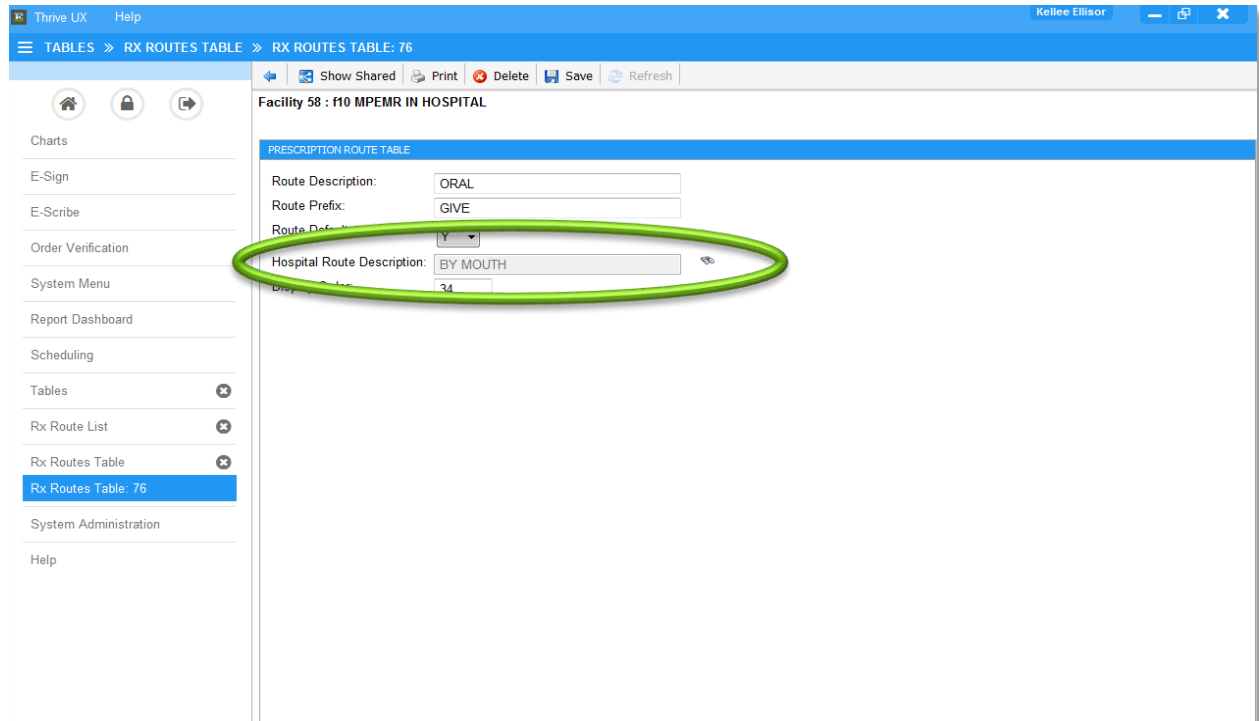
Path to associate a Prescription Entry Route to a Pharmacy Route: Thrive UX > Tables > Clinical > Prescription Entry: Routes



Select a Route.



Use Lookup to associate a Hospital Route Description. The lookup will pull from the Pharmacy Control Route Table.



NOTE: A Pharmacy Route can only be associated with one Prescription Entry Route.

Setup for Pharmacy Units

The system will check for a UCUM code in the XML of an imported CCD to determine if a medication unit will be imported. Pharmacy Units are setup with an associated UCUM code. Then, the Prescription Entry Units are associated to the Pharmacy Units.

Path to setup Pharmacy Units with a UCUM code: Thrive UX > Tables > Clinical > Pharmacy Control: Units Table

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



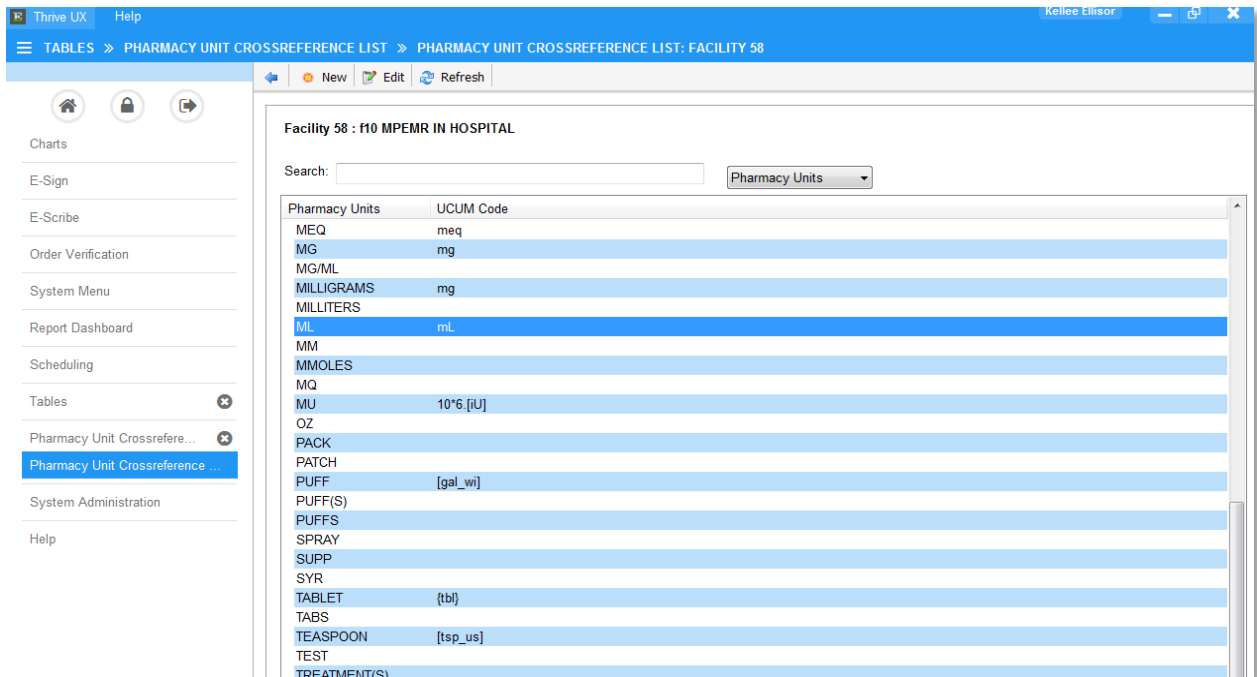
The screenshot displays the 'Clinical' section of the Thrive UX interface. The left-hand navigation pane includes options such as Charts, E-Sign, E-Scribe, Order Verification, System Menu, Report Dashboard, Scheduling, Tables (with a sub-menu for Accounting Tables, Business Office, Patient Intake, Clinical, Control, HIM, Patient Summary, System Administration, and Help), and Help. The main content area is titled 'Clinical' and shows a dropdown for 'Facility: f10 MPEMR IN HOSPITAL'. Below this, several categories of tables are listed, each with a checkmark icon indicating their status. The 'Units Table' under the 'Pharmacy Control' category is highlighted with a green circle.

Category	Table Name
Clinical Decision Support	CDS Alert Configuration
Clinical Documentation	Signature Statements
	Department Categories
	Flowcharts / Pathways / Documents
	Sections/Questions List
	Report Department Categories
	Documentation Reports
	Backup Reports By Department
	Document Headers
	Clinical Documentation Control Table
	Section Preferences
	Synonym List
	PDF Forms
	Data Mining Custom Reports
Medication Reconciliation	Destinations
	Sources
	Formulary Matching
Nursing	Allergy Reactions
	Allergy Severity
	Clinical Monitoring
	Database Codes
	EMAR Colors Table
	EMAR Settings Table
	Immunization Table
	Mod. Verify Control Table
Pharmacy Control	Alternating Comp. Table
	Charges Pricing Table
	Clinical Monitoring
	Control Information
	Dietary Classes
	Formulary Codes
	Frequencies - Non-IV
	Frequencies - IV
	Instructions
	Interactions / Indicators
	Intervention Type
	Intervention Without Outcome
	Intervention Outcome Due to
	Intervention Status
Intervention Time/Cost	
Patient Pay Code Table	
Route Table	
Units Table	
Standard Site Table	
Standard Route Codes	
Pharmacy Report Control	Active Order List
	ADM Exception Report
	Cart Fill and Catch-Up List
	Cart Label Charging
	Clinical Deficiency Report
	CrCl Status Report
	DC/Discharge/Transfer Labels
	Detail Interventions / ADRs Report
Physician Application	Clinical Monitoring
	Reminders
	Physicians
	Physician Documentation Titles
	Physician Documentation Header
	Physician Documentation Templates
	Physician Documentation Sections
	Physician Documentation Instructions
	Physician Documentation Scripting
	Physician Security
	Physician Group
Prescription Entry	Escribe Approval
	Clinical Monitoring
	Control Table
	Discontinue Reasons
	Doses
	Frequencies
	Indications
	Modifiers
	Pharmacies
	Routes
State Specific CS	

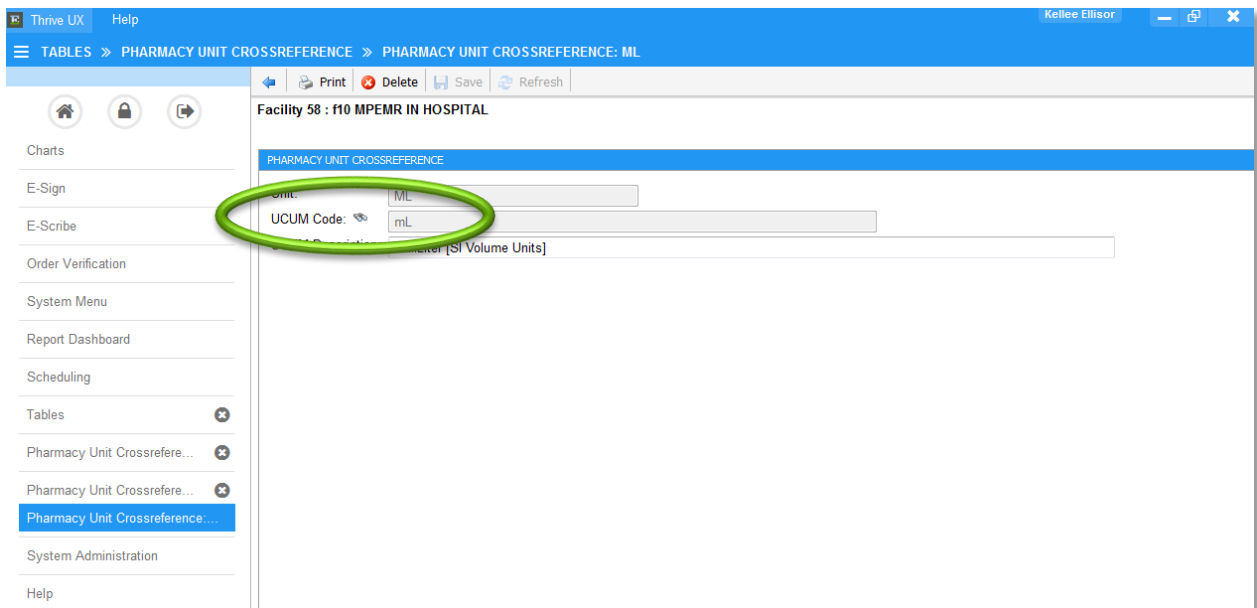
Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Select a Unit.



Use the lookup to associate a Unit with a UCUM code.



NOTE: Each UCUM Code can only be associated with one unit.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Path to associate a Prescription Entry Unit to a Pharmacy Control Unit: Thrive UX > Tables > Clinical > Prescription Entry: Units

The screenshot shows the 'Clinical' table maintenance page for facility 'f10 MPEMR IN HOSPITAL'. The left sidebar contains navigation options like 'Charts', 'E-Sign', 'E-Scribe', 'Order Verification', 'System Menu', 'Report Dashboard', 'Scheduling', 'Tables', 'Accounting Tables', 'Business Office', 'Patient Intake', 'Clinical', 'Control', 'HIM', 'Patient Summary', 'System Administration', and 'Help'. The main content area is divided into several sections: 'Clinical Decision Support', 'Clinical Documentation', 'Medication Reconciliation', 'Nursing', 'Pharmacy Control', 'Pharmacy Report Control', 'Physician Application', and 'Prescription Entry'. The 'Prescription Entry' section includes links for 'Escribe Approval', 'Clinical Monitoring', 'Control Table', 'Discontinue Reasons', 'Doses', 'Frequencies', 'Indications', 'Modifiers', 'Pharmacies', 'State Specific CS', and 'Units'. The 'Units' link is highlighted with a green circle.

Select a Unit.

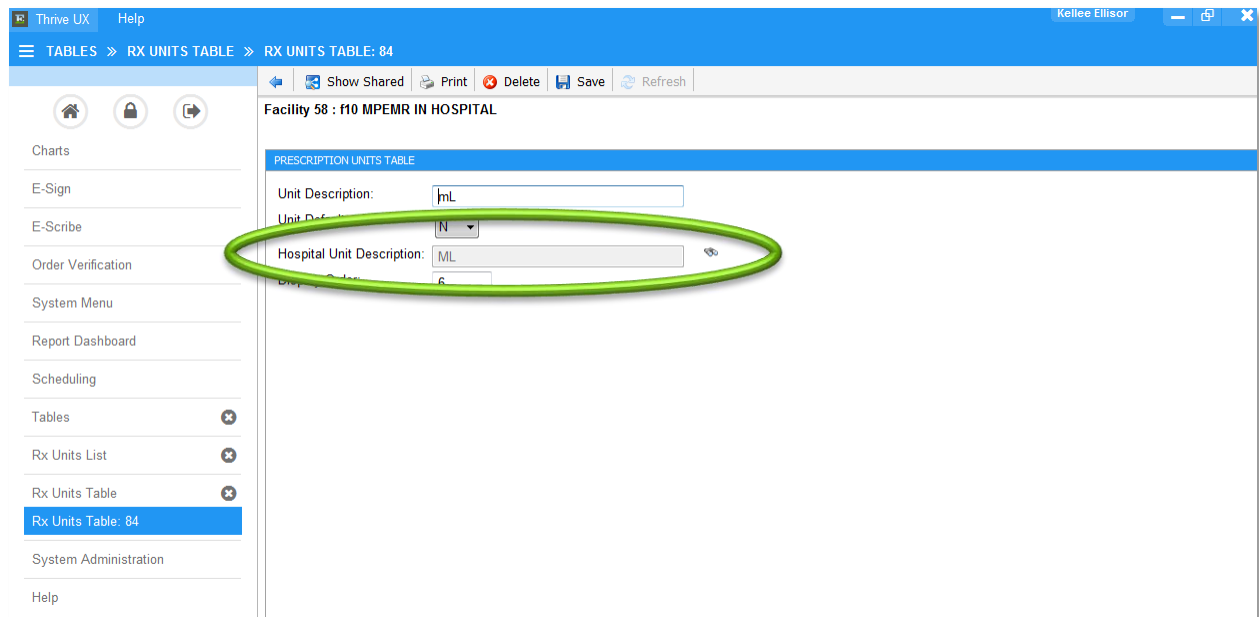
The screenshot shows the 'Rx Units List' page for facility 'f10 MPEMR IN HOSPITAL'. The page includes a search bar and a 'Units' dropdown menu. Below is a table listing various units with their default status, hospital unit, and display order.

Unit	Default	Hospital Unit	Display Order
Caps	N		2
UNIT	N		3
MILLIGRAMS	N	MG	4
INTERNATIONAL UNITS	N		5
mL	N	ML	6
APPLICATION	N		
APPLICATOR	N		
BOX	N		
CAP	N	MEQ	
CARTRIDGE	N		
CREAM			
DOSE	N		
DROP	N		
DROPS	N		
EACH	N		
FILM			
FILM			
FLUID OUNCE	N		
GRAM	N		
INCH	N		
INHALER	N		
IVPB			
KIT	N		
LITER	N		

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Use the lookup to associate a Hospital Unit Description. The lookup pulls from the Pharmacy Control Units table.



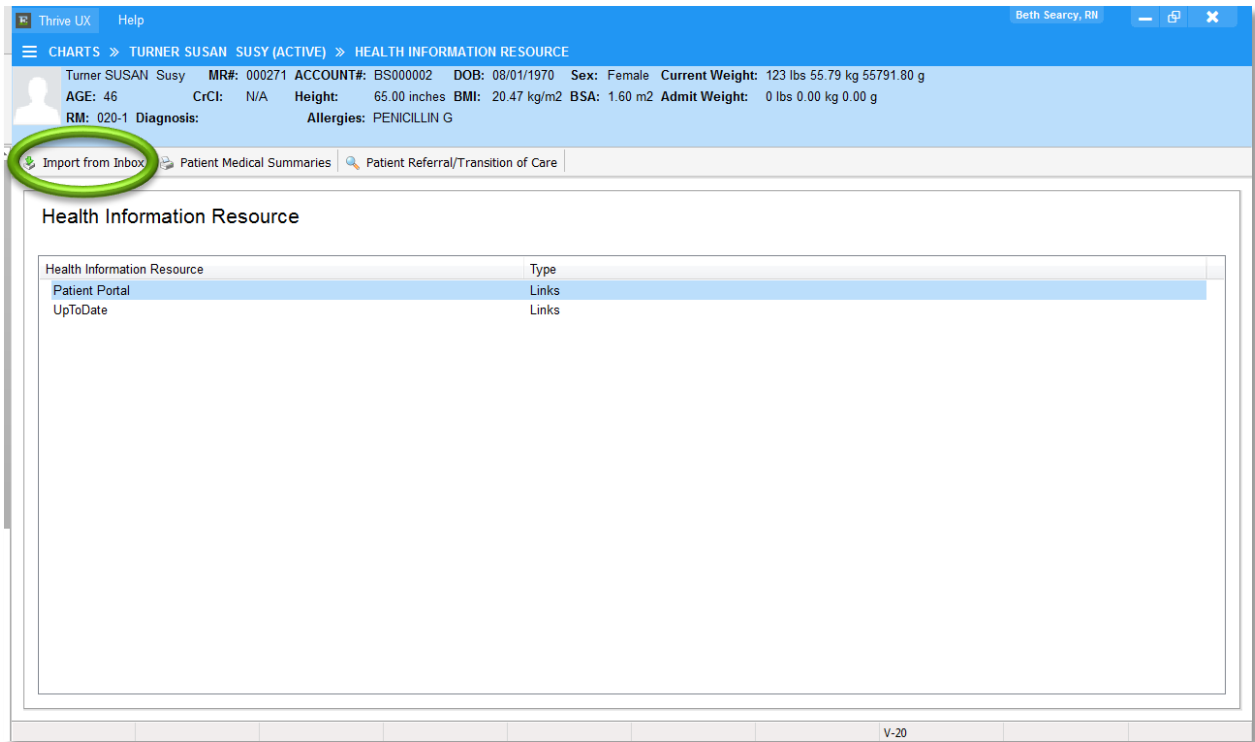
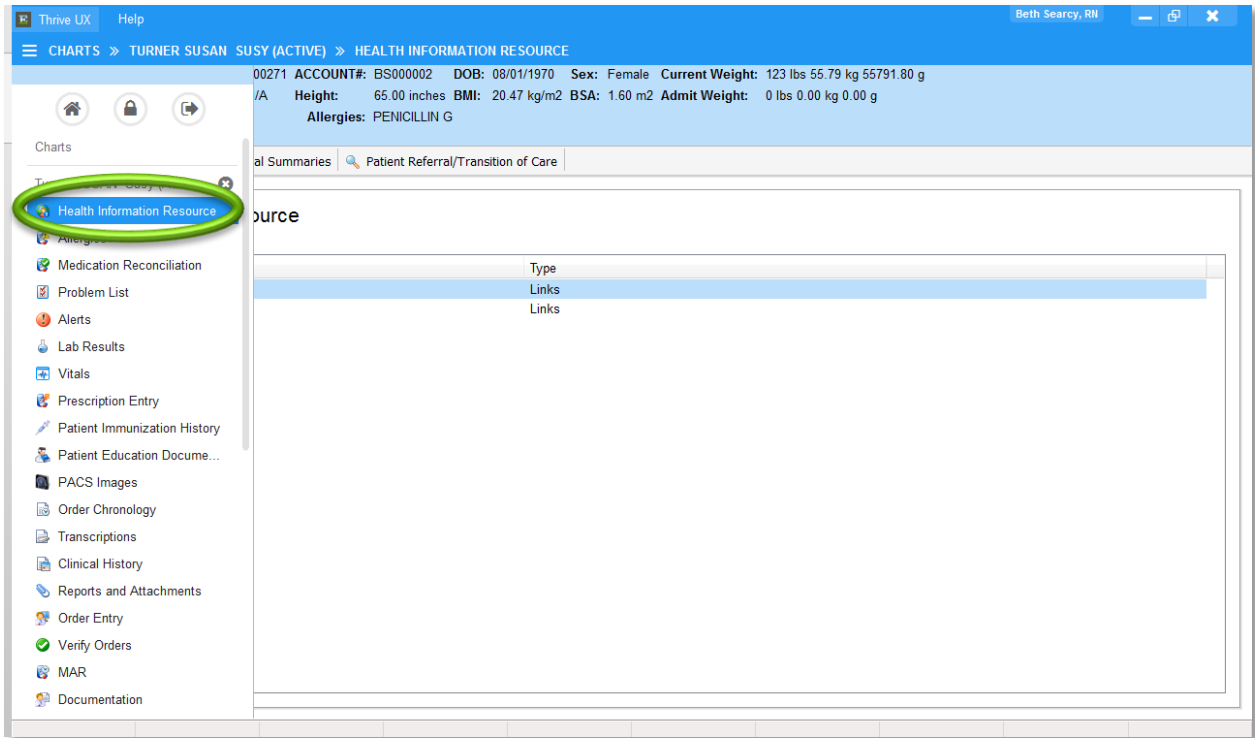
NOTE: A Pharmacy Unit can only be associated to one Prescription Entry Unit.

Importing a CCDA via Import from Inbox

Login to Thrive UX > Charts > Select patient > Health Information Resources

- To import a C-CDA, the user will need to access the Health Information Resource widget via the patients chart.
- Once on the Health Information Resource widget, the user will select Import from Inbox.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



- Once Import from Inbox is selected, the system will display any C-CDA that has been sent where the select patient's name, gender, and birthdate match.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



- If no matches exist, users can select View Document Queue - All. This will allow users to see all C-CDA documents that have been sent to the direct address for that location.

The screenshot shows a patient's profile with the following details:

- MR#: 000271
- ACCOUNT#: BS000002
- DOB: 08/01/1970
- Sex: Female
- Current Weight: 123 lbs 55.79 kg 55791.80 g
- AGE: 46
- CrCl: N/A
- Height: 65.00 inches
- BMI: 20.47 kg/m2
- BSA: 1.60 m2
- Admit Weight: 0 lbs 0.00 kg 0.00 g
- RM: 020-1
- Diagnosis: Allergies: PENICILLIN G

The Document Queue section shows a list of documents:

DOCUMENT LIST		
Turner Susan Susy	DOB: 08/01/1970	Sex: F
Date: 07/14/2017 Time: 9:19	From Email: test@cpsi.hin.us	Type: Patient Summary 2.1

- Double-click on the C-CDA in the Document List to view the C-CDA and then select Import.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



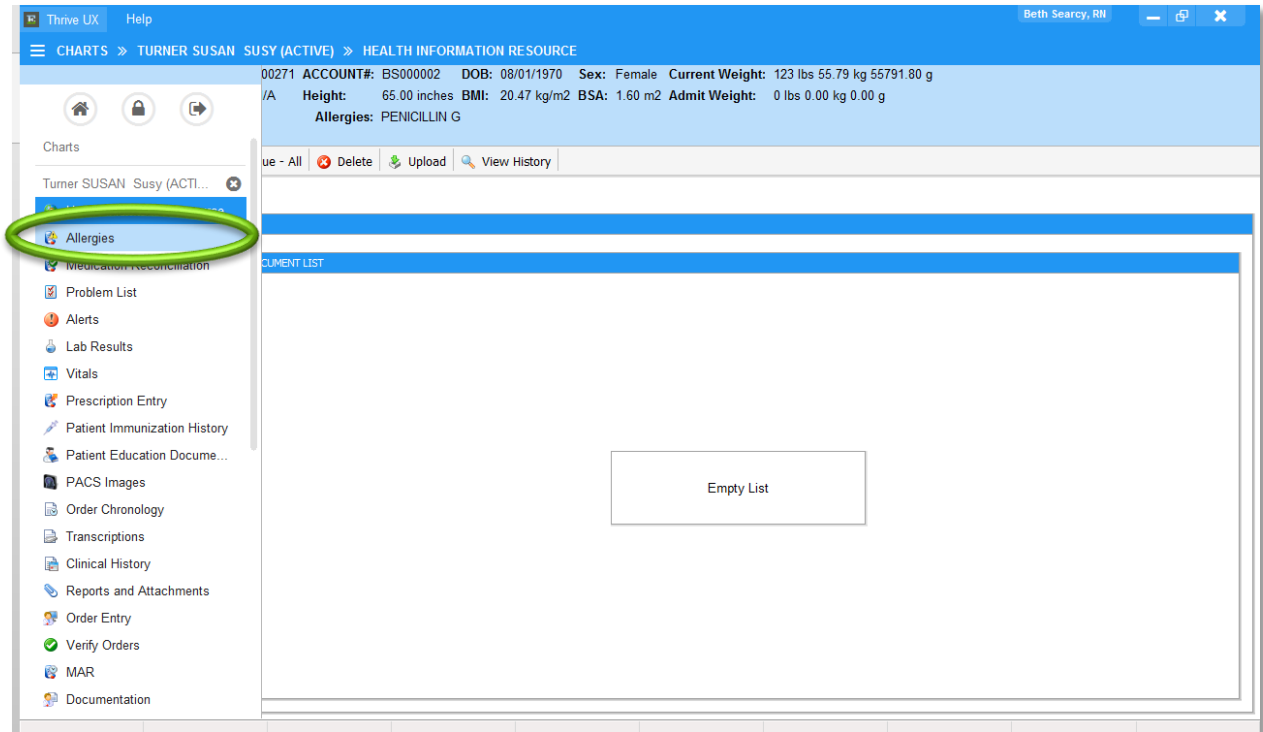
The screenshot shows a medical software interface with a patient record for Susan Susy Jones Turner. The 'Import' button is circled in green. The document view displays patient information and a table of allergies and adverse reactions.

Substance	Reaction	Severity	Status
Ampicillin	Hives	Moderate	Active
Penicillin G benzathine	Hives	Moderate	Active

- Importing the C-CDA will save off a copy of the C-CDA to Electronic File Management as well as import any included allergies, medications, and problems to a pending queue.
- Once the data is imported to the pending queue users can access the appropriate application(s) to reconcile the information.

Reconciling Allergies

Login to Thrive UX > Charts > Select Patient > Allergies



- Imported allergies will be listed under the Imported Medication Allergies column. Existing allergies be listed under the Current Medication Allergies column.
- Associate Like Items will automatically associate an import and current allergy based on the RxNorm code. Users can also manually associate and remove associations.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Turner SUSAN Susy MRF#: 000271 ACCOUNT#: BS000002 DOB: 08/01/1970 Sex: Female Current Weight: 123 lbs 55.79 kg 55791.80 g
AGE: 46 CrCl: N/A Height: 65.00 inches BMI: 20.47 kg/m2 BSA: 1.60 m2 Admit Weight: 0 lbs 0.00 kg 0.00 g
RM: 020-1 Diagnosis: Allergies: PENICILLIN G

Associate Like Items Associate Selected Remove Association Import New Keep Existing Remove Review

Reconcile Medication Allergies

Imported Medication Allergies	Current Medication Allergies	Pending Action
Ampicillin Reaction: Hives Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice		Import New
Penicillin G benzathine Reaction: Hives Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice	PENICILLIN G Reaction: Hives Status: Active Last Modified: 05/23/2017 Source: Neighborhood Physicians Practi	

- Additional options include the ability to Import New, Keep Existing, or Remove.
 - **Import New:** This option will mark the selected imported allergy with a pending action of Import New which will add that allergy to the patient's allergy list upon reconciling.
 - **Keep Existing:** This option will mark the selected current allergy with a pending action of Keep Existing which will retain that allergy on the patient's allergy list upon reconciling.
 - **Remove:** This option will mark either an import or current allergy with a pending action of Remove. If an imported allergy has Remove selected that allergy will be deleted upon reconciling (and not become part of the patient's allergy list). If a current allergy has Remove selected then that allergy will be removed from the patient's allergy list upon reconciling.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Thrive UX Help Beth Searcy, RN

CHARTS » TURNER SUSAN SUSY (ACTIVE) » ALLERGIES

Turner SUSAN Susy MRN#: 000271 ACCOUNT#: BS000002 DOB: 08/01/1970 Sex: Female Current Weight: 123 lbs 55.79 kg 55791.80 g
AGE: 46 CrCl: N/A Height: 65.00 inches BMI: 20.47 kg/m2 BSA: 1.60 m2 Admit Weight: 0 lbs 0.00 kg 0.00 g
RM: 020-1 Diagnosis: Allergies: PENICILLIN G

Associate Like Items Associate Selected Remove Associations Import New Keep Existing Remove Review

Reconcile Medication Allergies

Imported Medication Allergies	Current Medication Allergies	Pending Action
Ampicillin Reaction: Hives Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice		Import New
Penicillin G benzathine Reaction: Hives Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice	PENICILLIN G Reaction: Hives Status: Active Last Modified: 05/23/2017 Source: Neighborhood Physicians Practi	Keep Existing

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- The selected pending action will list under the Pending Action column.
- Selecting Review will take the user to a final pending list.
- Once the list has been visually verified the user would Reconcile the data into the patient's chart.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



Thrive UX Help Beth Searcy, RN

CHARTS > TURNER SUSAN SUSY (ACTIVE) > ALLERGIES

Turner SUSAN Susy MR#: 000271 ACCOUNT#: BS000002 DOB: 08/01/1970 Sex: Female Current Weight: 123 lbs 55.79 kg 55791.80 g
AGE: 46 CrCl: N/A Height: 65.00 inches BMI: 20.47 kg/m2 BSA: 1.60 m2 Admit Weight: 0 lbs 0.00 kg 0.00 g
RM: 020-1 Diagnosis: Allergies: PENICILLIN G

Reconcile

Pending Allergy List

Filter: Final List Removed Only All

Description	Reactions	Status	Last Modified	Source	Pending Action
Ampicillin	Hives	Active	02/22/2015	Neighborhood Physicians Practice	Import New
PENICILLIN G	Hives	Active	05/23/2017	Neighborhood Physicians Practi	Keep Existing

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Reconciling Medications

Login to Thrive UX > Charts > Select Patient > Medication Reconciliation or Prescription Entry

- Imported medications will be listed under the Imported Home Medications column. The existing medications will be listed under the Current Home Medications column.
- Users are able to Associate Like Items, manually associate, remove associations, Import New, Keep Exist, or Remove.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



- The list is reviewed for accuracy and then reconciled into the patient's chart.

Thrive UX Help Beth Searcy, RN

CHARTS > TURNER SUSAN SUSY (ACTIVE) > MEDICATION RECONCILIATION

Turner SUSAN Susy MR#: 000271 ACCOUNT#: BS000002 DOB: 08/01/1970 Sex: Female Current Weight: 123 lbs 55.79 kg 55791.80 g
AGE: 46 CrCl: N/A Height: 65.00 inches BMI: 20.47 kg/m2 BSA: 1.60 m2 Admit Weight: 0 lbs 0.00 kg 0.00 g
RM: 020-1 Diagnosis: Allergies: PENICILLIN G, AMPICILLIN

Associate Like Items Associate Selected Remove Associations Import New Keep Existing Remove Review

Reconcile Home Medications

Imported Home Medications	Current Home Medications	Pending Action
Aranesp 0.5 MG/ML 1 Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice		Import New
Tylenol 500mg 1 Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice	Tylenol Extra Strength 500MG Oral Tablet 500 MG ORAL Status: Active Last Modified: 06/21/2017 Source: Neighborhood Physicians Practice	Keep Existing
	cefTRIAxone 10GM Intravenous Powder for Solution 1 mL INTRAVENOUS Status: Active Last Modified: 06/21/2017 Source: Neighborhood Physicians Practice	Keep Existing

- For Modified Stage 2 users will need to perform reconciliations through the Medication Reconciliation application. This can also be accomplished by reconciling medication via Clinical Information Reconciliation.

Reconciling Problems

Login to Thrive UX > Charts > Select Patient > Problem List

- Imported problems will be listed under the Imported Problems column. The existing problems will be listed under the Current Problems column.
- Users are able to Associate Like Items, manually associate, remove associations, Import New, Keep Exist, or Remove.

Clinical Information Reconciliation Meaningful Use Stage 2 & 3



- The list is reviewed for accuracy and then reconciled into the patient's chart.

Turner SUSAN Susy MR#: 000271 ACCOUNT#: BS000002 DOB: 08/01/1970 Sex: Female Current Weight: 123 lbs 55.79 kg 55791.80 g
AGE: 46 CrCl: N/A Height: 65.00 inches BMI: 20.47 kg/m2 BSA: 1.60 m2 Admit Weight: 0 lbs 0.00 kg 0.00 g
RM: 020-1 Diagnosis: Allergies: PENICILLIN G, AMPICILLIN

Associate Like Items Associate Selected Remove Associations Import New Keep Existing Remove Review

Imported Problems	Current Problems	Pending Action
Essential hypertension Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice		Import New
Chronic rejection of renal transplant Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice		Remove
Fever Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice	Fever Status: Active Last Modified: 05/23/2017 Source: Neighborhood Physicians Practi	Keep Existing
Severe Hypothyroidism Status: Active Last Modified: 02/22/2015 Source: Neighborhood Physicians Practice		Import New

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Attestation Disclaimer:

Meaningful Use attestation confirms the use of a certified Electronic Health Record (EHR) to regulatory standards over a specified period of time. Evident and TruBridge Meaningful Use certified products, recommended processes and supporting documentation are based on Evident's interpretation of the Meaningful Use regulations, technical specifications and vendor specifications provided by CMS, ONC and NIST. Each client is solely responsible for its attestation being a complete and accurate reflection of its EHR use during the attestation period and that any records needed to defend the attestation in an audit are maintained. With the exception of vendor documentation that may be required in support of a client's attestation, Evident and TruBridge bear no responsibility for attestation information submitted by the client.