

*You receive an email from a practice administrator at a client site. In the email the client mentions that they suspect weight-based medication doses are calculated incorrectly in OncoEMR for chemotherapy drugs. In the email, they send a patient's medical record number as an example of this occurring. You are the first person to see this email.*

1. What actions do you take? What types of resources would you leverage? Please outline your investigative steps including any internal and client-facing communication.

1) CC the practice administrator's email to the appropriate department in charge, letting them know about the problem with a message explaining what had happened.

2) Contact the practice administrator and request him to email me with more detailed informations.

3) Investigate the case myself on OncoEMR Chemotherapy drugs. I will try to find clues and figure out what could be the error. Once I have a solution, write another email under the same email, requesting for confirmation on my solution.

2. You found the root cause! You also determine that it is a fix that the engineering team will need to complete. Draft a communication to the engineering team. Please include the types of information from your investigation you would send to the engineering team.

Hello Engineering Team,

I received an email from a practice administrator about *weight-based medication doses that are calculated incorrectly in OncoEMR for chemotherapy drugs*.

*After an investigation, I believe there is a fix that the engineering team would need to fix. Here is the information provided in the PDF below, let me know if you have any questions!*

*Hong*

*Now, imagine you were able to identify the root cause of the issue, and the engineering team has begun working on a fix. Engineering has not given you an expected completion date on the fix. The client has asked for an update by the end of the business day.*

3. What do you do? What do you communicate back to the client?

- 1) Sent an email to the engineering team that the client had asked for an update by the end of the business day. Request the engineering team to update me by the end of the business day. Ask the engineering team for a confirmation that they read the email.
- 2) Sent an email to the client letting him know that the engineering team has not given an expected completion date, but will provide an update by the end of the business day.