

[TO-3662] CHC: Clinician Error Occurred...Cannot order under patient

Created: 14/Mar/25 Updated: 18/Mar/25

Status:	TICKET RESOLVED		
Project:	Technology Operations Board		
Components:	None		
Fix versions:	None		

Type:	Submit a request or incident	Priority:	Medium
Reporter:	caroline.o'keefe	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	lab		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:

Screenshot 2025-03-14 at 11.46.29AM.png Screenshot 2025-03-14 at 11.46.52AM.png Screenshot 2025-03-14 at 11.45.17AM.png

Issue links:	Problem/Incident		
	is caused by	TS-43320	Clinician Error Occurred... Escalated to Tech Ops
Request participants:	None		
Organizations:	None		
Vendor / Issue Type:	Change Healthcare/Optum, EMR		
Key Performance Indicator:	Break Fix, Completion and accuracy of records, Data Capture Rate		
KPI Measure:	Confirmed in Clinician that the patient populates and it is now fixed, I've adjusted any accent marks found in Clinician to ensure it matches.		
Office/Clinic Location:	CA-06 San Diego		
Completion date:	18/Mar/25 3:39 PM		

Description

Requestor: caroline.o'keefe

Link URL: none

Office/Location :

Patient ID: https://emr.kindbody.com/lab_orders/new?patient_id=237202

I cannot order a lab for this patient.

Clinician Error Occurred...

Application error has occurred. Please contact help desk. Reference ID: U11267924.7 :code:20000:Event Time:3/12/202510:39AMTransactionID: U11267924.7Username:ckeefe_4Location:cli: KindbodyNewportBeachORA-20000:ORA-12899:value toolargeforcolumn"CLIN"."PERSON"."STATE" (actual:3,maximum:2);insertfailedORA-06512: at"CLIN.PERSON_PKG",line91ORA-06512:atline 1:code:20000

Request created using [HelpDesk+](#) from [Slack message](#).

Comments

Comment by Solounge Bowen [14/Mar/25]

Discoveries

- Error relates to too many character in the patient's demographics
- After searching, confirmed Patient MRN: 237202 lives in a different country and has special characters in their State and City fields
 - Entered Information: **São Paulo**
- I attempted to search Clinician and patient could not be found
- I've updated the address and remove the accent marks to letters characters accepted by CHC and noticed the lab ordering screen populated for this patient

Allergies:

Order at Kindbody San Diego - Incomplete

•Order Type: •Bill Type:

Patient/Guarantor Information

Patient

•Last: Suffix:
•First: Mid:
Address:
Address 2:
Zip/City/St.:
Home Ph: •Birth Gender:
•Patient ID: SSN:
•DOB: Age:
Cell Ph Number:
Email:

Order Information

•Lab: •Operator:
•Ordering Provider:
Collection Date/Time:
•Client/Facility:
Prepaid Amount:
Preferred Language:
☐ STAT
Patient Race: Patient Ethnicity:

Confirmed in Clinician that the patient populates and it is now fixed, I've adjusted any accent marks found in Clinician to ensure it matches.

- Before fix

SSN/Address			DOB	Gender	
RUA NILO 119 SãO PAULO, SA			11/25/1983	Male	<input type="button" value="Select"/>
					<input type="button" value="New Patient"/>

After fix

SSN/Address	DOB	Gender	
RUA NILO 119 SAO PAULO, SA	11/25/1983	Male	Select
			New Patient