↳ [TO-2115] CHC: Multiple users receiving error when Ordering RX (Provider Related) Created: 29/Jul/24  Updated: 11/Sep/24

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|---|---|
| **Status:** | TICKET RESOLVED |
| **Project:** | Technology Operations Board |
| **Components:** | None |
| **Fix versions:** | None |
| **Parent:** | Change Healthcare |

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|---|---|---|---|
| **Type:** | Break Fix | **Priority:** | High |
| **Reporter:** | Solounge Bowen | **Assignee:** | Solounge Bowen |
| **Resolution:** | Unresolved | **Votes:** | 0 |
| **Labels:** | None | | |
| **Remaining Estimate:** | 0 minutes | | |
| **Time Spent:** | 2 weeks, 40 minutes | | |
| **Original estimate:** | Not Specified | | |

| **Issue links:** | | | | |
|---|---|---|---|---|
| | **Blocks** | | | |
| | is blocked by | TO-671 | Parent Ticket - KBV Chicago Provider ... | TICKET RESOLVED |
| | **Problem/Incident** | | | |
| | causes | TO-2057 | CHC: Amanda Baierl | TICKET RESOLVED |
| | causes | TO-2071 | CHC: Saafia Masoom Prescriptions erro... | TICKET RESOLVED |
| | causes | TO-2072 | CHC: Rx orders -Error RX::patientsear... | TICKET RESOLVED |
| | causes | TO-2105 | CHC: Alexis Graham Rx Error when orde... | TICKET RESOLVED |
| | causes | TO-2139 | CHC: Anjelica Riccobono unable to sen... | TICKET RESOLVED |
| | causes | TO-1954 | CHC clinician error - Joey DeMaria | TICKET RESOLVED |
| | causes | TO-2075 | CHC: error ordering meds (Rx::add) | TICKET RESOLVED |
| | causes | TO-2141 | CHC: Caitlin Cernik Rx Errors | TICKET RESOLVED |
| | **Relates** | | | |
| | relates to | TO-2140 | CHC: Leslie Simpson Rx access | TICKET RESOLVED |
| **Vendor / Issue Type:** | Break Fix, Change Healthcare/Optum | | | |
| **Key Performance Indicator:** | Break Fix, Completion and accuracy of records, Data Capture Rate, Improved User Experience | | | |
| **KPI Measure:** | Completed EPCS credentialing for 10 providers at the Chicago location over 3 months, resolving errors that blocked lab/Rx orders. | | | |
| **Secondary:** | Jasmine Sekhon | | | |
| **Office/Clinic Location:** | IL-02 West Loop Clinic | | | |
| **Vendor Ticket ID:** | Case #: 09043372, 09043390, 09037937 | | | |

## Description

Background: Multiple users in the Chicago market are receiving errors when attempting to make Rx orders.

Discoveries:

- It is confirmed that these users were once able to make such order until the random date that they noticed issues
- This is also occurring with our Generic user accounts
- There does not seem to be a work around since users are properly set within KEMR and Clinician

## Comments

Comment by Solounge Bowen [ 30/Jul/24 ]

Sent an email to Susan to further escalate these cases since this seems to all have similarities

**Cases that need to be Escalated**

- Case #: 09043372
- Case #: 09043390
- Case #: 09037937

Comment by Solounge Bowen [ 15/Aug/24 ]

Discoveries:

- After meeting with CHC it is confirmed that the reason this user is receiving this error is because of the provider they are making the order under

Next Steps:

- Notify the user that this order will have to be on hold since the Provider is not credentialed for this facility just yet

Workaround:

- Setting the order under another provider, although this is not a recommended process for tracking purposes.

Comment by Solounge Bowen [ 27/Aug/24 ]

Update:

- Scheduled a EPCS Set Up meeting with Dr.Beltsos
- Dr.Jeelani's last name has been updated within ID.me so now we can proceed to set up a meeting