↳ **[TO-2377] Users constantly receiving Temporarily Broken Error** Created: 09/Sep/24 Updated: 14/Mar/25

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

Type:	Break Fix	**Priority:**	High
Reporter:	Solounge Bowen	**Assignee:**	Solounge Bowen
Resolution:	Unresolved	**Votes:**	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	20 minutes		
Original estimate:	Not Specified		

Attachments:	🖼 Screenshot 2024-10-03 at 10.53.33 AM.png	🖼 Screenshot 2024-08-20 at 11.04.58 AM (1).png		
Issue links:	**Blocks**			
	blocks	TO-3163	CHC: Luyanda M- continued difficulty ...	Rejected
	blocks	TO-2366	CHC: Tracey H-I am not able to order ...	TICKET RESOLVED
	blocks	TO-2994	CHC: Michelle Glatz - unable to order...	TICKET RESOLVED
	blocks	TO-2996	CHC: Bina- message showing server down	TICKET RESOLVED
	blocks	TO-3239	Rx continues to show error symbol.	TICKET RESOLVED
	blocks	TO-2375	CHC: Ellen Adkins- constantly receivi...	TICKET RESOLVED
	blocks	TO-3352	User receiving Temp Error when on VPN...	TICKET RESOLVED
	blocks	TO-3407	User getting Webpage down when placin...	TICKET RESOLVED
	blocks	TO-3421	change healthcare	TICKET RESOLVED
	Post-Incident Reviews			
	reviews	TO-2242	SOP: CHC Clinician Error: Temporarily...	TICKET RESOLVED
	is reviewed by	KE-14463	EMR: "Temporarily Broken" lab orders ...	In Progress
	Relates			
	relates to	TO-3081	Rebecca D- unable to order meds in Ki...	TICKET RESOLVED
Vendor / Issue Type:	Change Healthcare/Optum, EMR			
Key Performance Indicator:	Completion and accuracy of records, Data Quality & Safety Improvement, Impact on cost of care, Improved User Experience			
KPI Measure:	Users experienced a "temporarily broken" error, significantly delaying lab orders. A case was opened with Optum/CHC, and engineering investigated. No new occurrences have been reported, so the ticket is now closed.			
Technical Resource:	Sofia Benitez			
Vendor Ticket ID:	Case Number 09085573,09123126			
Completion date:	14/Mar/25 1:02 PM			

Description

Background: Multiple users are receiving the temporarily broken error and although there is a workaround, it does not fix the issue and it is causing a hinderance to user's workflow. They've confirmed they've found themselves taking over 30-45 minutes to complete lab orders after having to reload their screen multiple times.

- Although users are able to do the workaround, it hinders their workflow since this happens 90% of the day randomly
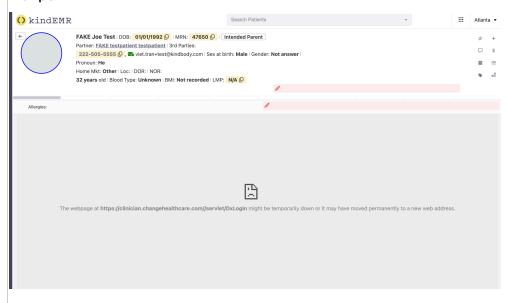
Next Steps:

- Create a Optum/CHC case to have this further looked into.

- Investigate to see if this can be a user cache related issue:
    - **Clear your browser's cache and cookies:** This can help resolve issues caused by outdated information.
    - **Try using an incognito or private browsing window:** This will help determine if the problem is browser-specific.
    - Confirm if you're noticing this issue when connected to a **specific VPN location or all VPN connections**

Follow Up:

References:

Example

Comments

Comment by Solounge Bowen [03/Oct/24]

Per CHC's response:

> Ajna Mujcin left a comment 09/23/2024 07:35:43 AM
> Solounge,
>
> A few questions:
> 1. Is this still occurring or was it limited to 9/9?
> 2. Are all users experiencing this issue?
> 3. If it's still happening, can you get confirmation on the API call you are using?
> 4. If it's still happening but only to specific users, can you ask the user for an example?

1. Users still seem to be experiencing this issue.
2. It's not all users howveer many have brought this issue to our attention
3. I am rwquesting a link from https://kindbody.atlassian.net/browse/TO-3081 so that I can request an API call from Engineering
4. User provided examples within linked tickets.
    1. https://kindbody.atlassian.net/browse/TSD-39382

Comment by Solounge Bowen [10/Oct/24]

Case was closed due to no response. I've created a new one with examples provided

Case Number 09123126

Comment by Solounge Bowen [22/Oct/24]

While CHC is further investigating, Im unsure if this is more of a user cache issue. I've provided users with the following troubleshooting solutions however they've confirmed no luck in all markets:

1. **Clear your browser's cache and cookies:** This can help resolve issues caused by outdated information.

1. **Try using an incognito or private browsing window:** This will help determine if the problem is browser-specific.
2. Confirm if you're noticing this issue when connected to a **specific VPN location or all VPN connections**

Comment by Solounge Bowen [24/Jan/25]

Working with Eng team to see if this is possibly a VPN -related issue. Users have confirmed that they are still experiencing this issue when attempting to make lab orders

Steps Taken/Findings

I have been working with CHC to further investigate but have not gotten and update on their findings.

I do sometimes have VPN issues so not sure if this is relating to that.

Confirmed users that work in-office do not have this issue, only WFH

Current workaround then this error populates has been to refresh, however can delay the workflow up to 45min per patient (which is a lot on users throughout the day)

cc: Sofia Benitez

Comment by Solounge Bowen [14/Mar/25]

Have not recieved any new occurrences, closing this ticket and will reopen if a new submission happens.