[TO-3662] CHC: Clinician Error OccurredCannot order under patient Created: 14/Mar/25 Updated: 18/Mar/25			
Status:	TICKET RESOLVED		
Project:	Technology Operations Board		
Components:	None		
Fix versions:	None		

Туре:	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						
Issue links:	Problem/Incident	Problem/Incident					
	is caused by	TSD-43320	Clinician Error Occurred	Escalated to Tech Ops			
Request participants:	None	None					
Organizations:	None	None					
Vendor / Issue Type:	Change Healthcare/Optum	Change Healthcare/Optum, EMR					
Key Performance Indicator:	Break Fix, Completion and	Break Fix, Completion and accuracy of records, Data Capture Rate					
KPI Measure:	Confirmed in Clinician that	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	CA-06 San Diego					
Completion date:	18/Mar/25 3:39 PM	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: U11267924.7 Username: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

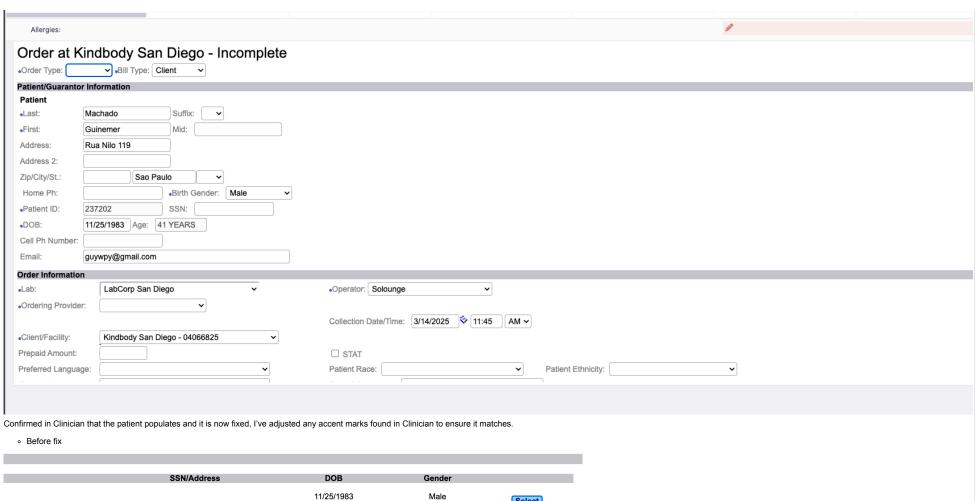
Request created using HelpDesk+ from Slack message.

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





After fix

SSM	/Address DOB	Gender	
RUA NILO 119 SAO PAULO, SA	11/25/1983	3 Male	Select
			<u>N</u> ew Patier

Generated at Tue Mar 18 20:40:12 GMT 2025 by Solounge Bowen using Jira 1001.0.0-SNAPSHOT#100282-rev:636312f2dc6e26921216979d4ae12655beeff255.