

# eCC – Unable to clear Alert

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

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## eCC – Unable to clear Alert

**Purpose:** Follow this procedure when a user reports an issue with clearing an Alert in eCube Clinicals.

Conflict between absence date range and treatment date(s) in Absence and hospitalization alerts  
Missed treatment Alerts  
Hep B alerts etc.  
Scan paper treatment flowsheet

**Required Information to be documented in each Incident:**

Contact Name  
Contact Number  
Clinic / Facility Number  
Patient Name  
Patient MRN  
Clinic Prod Alert  
Detailed Description of the issue  
Screen shot of the Error

**Troubleshooting Process:**

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Capture the Alert in a screen shot.
5. Follow the escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service eCube Clinicals

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-CACOE-eCube Clinicals Workflow - L3

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