FERA - Approved But Unable To Place Orders Order cannot be place order without Authorization

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Purpose: Follow this procedure when a user reports that patient is approved in FERA (Formulary Exception Request Application) But are unable to place the order in eCC and receive an error message. Order cannot be place order without Authorization

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberClinic ProdPatient Name/ MRNDetailed Description of the issue.Screenshot of the FERA ApprovalScreenshot of Error message when placing order

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. Update the Impact to 2-Medium and the Urgency to 1-High.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA Core Services

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-ADEX-Clinical Java Apps - L3

Published By: DTI-ADEX-Clinical Java Apps - L3