

# MedReview eRx - Startup Problem SSO 210 Patient ID required but is missing or not recognized

**Article ID:** KB0011842

**Created:** 2025-01-24 18:11:13

**Updated:** 2025-01-24 19:33:07

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

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'value': 'c7d7d5b4477a6150c4bfdd3f136d430c'}

MedReview eRx Startup Problem: SSO-210: Patient ID Required but is Missing or not Recognized.

Purpose: Follow this procedure when a user reports MedReview eRx Startup Problem: SSO-210: Patient ID Required but is Missing or not Recognized. MedReview eRx is only for active permanent patients. If patient is listed as a Transient, MedReview will not launch for the patient, and you will see this error.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. Ensure the user is accessing the patient chart in eCube Clinicals before viewing MedReview eRX.
5. Verify the patient selected is an Active Permanent patient. If the patient is not Permanent, they will not appear in MedReview eRX. If the status is not accurate it will need to be updated.
6. Follow the resolution process.
7. If additional assistance is needed Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

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

Clinical Applications

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-EUX-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support