OnBase – Request for blank Ad Packs (Admission Packet)

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Purpose: Follow this procedure when a user that islooking for a blank Ad Pack (Admission Packet).

Required Information to be documented in each Incident:

· Contact Name

· Contact Number

· Clinic / Facility Number

· Patient Name

· Patient MRN

· Detailed Description of the issue.

· Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Typically this will be for a new patient admission.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. If a user needs an Ad Pack for a patient that is a new admit, they can generate an OnBase Patient Admissions & Transfer application. Go to the Referral Summary form, the user has the Create Ad Pack.

5. If the patient is no longer in Onbase advise the user to contact the Admissions office at 866.434.2597.

6. Follow the resolution process.

7. If the user states they have contacted the admissions office and was referred to the Help Desk for additional assistance, follow the escalation process.

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· OnBase

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-ADEX-DigitalPortals-SOP OnBase – L2

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