

eCC - Social Worker Assessments Missing

Article ID: KB0011725

Created: 2025-03-11 21:01:37

Updated: 2025-03-12 00:38:13

Author: {'link':

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eCube Clinicals® - Social Worker Assessments Missing

Purpose: Follow this procedure when a user reports that the Social Worker Assessment is missing from eCube Clinicals®.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number

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. The following Social Worker Assessments have been REMOVED from eCube Clinicals.

AKI Comprehensive SW Assessment (CIA) ESRD Comprehensive SW Assessment (CIA), Psychosocial Progress Notes, PHQ-9 (Patient Health Questionnaire) Transportation Assessment Participation in Care (ESRD / AKI). Note: this assessment is now included in the CIA's.

5. Social Workers are now to chart/edit all Progress Note Assessments in CareTeamHub. Note: Assessments completed prior to the CareTeamHub update are still viewable in eCube Clinicals.

6. Follow Resolution Process.

7. If there is still an issue with the assessments 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

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-DCOE-CareTeamHub

Published By: DTI-DCOE-CareTeamHub