

CS - Patient Photo in eCube Clinicals Not In CHAIRSIDE®

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CHAIRSIDE® – Patient Photo in eCube Clinicals® Not In CHAIRSIDE®

Purpose: Follow this procedure when a user reports issue Patient Photo in eCube Clinicals Not In CHAIRSIDE®. Patient Photo is missing or shows Declined Photo.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description of the issue.Screen shot of the ErrorScreen shot of the photo in eCube Clinicals

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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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

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