

# CNU Worklist – Slowness

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## Care Navigation Unit (CNU) Worklist – Slowness

**Purpose:** Follow this procedure when a user reports issue with Care Navigation Unit (CNU) Worklist – Slowness

**Required Information to be documented in each ticket:**

Contact Name Contact Number Clinic / Facility Number Employee ID Date and time of attempted access. Detailed Description of the issue. Screen shot of the Error

**Troubleshooting Process:**

1. Confirm with user that the issue matches the issue reported.

CNU Worklist application is slow in navigating between patient populations or filtering.

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

Care Navigation Unit

Escalation Process

Please review/update Classification Tabs and provide customer with remedy ticket number for their reference prior to escalating.

Assign Ticket to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

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