

eCC – Editing Discharged Patient Intervention

Article ID: KB0020225

Created: 2023-05-26 01:39:01

Updated: 2023-05-26 01:41:06

Author: {'link':

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eCC – Editing Discharged Patient Intervention

Purpose: Follow this procedure when a user report they are not able to make edits to a patient intervention in eCube Clinicals.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic Number Patient Name/MRN Clinic Prod Detailed Description of the issue. Screen shot of the Error Order details:

Order name Date of Service

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. User will sometimes receive this message when they are trying to edit an intervention of a patient that is no longer at the clinic The current patient or visit information is invalid, perhaps as a result to a merge patient or move visit operation. Please click the census button to refresh your patient census. This occurs when a visit is not selected for the patient. Select the visit tab and click on the visit for the clinic. Once this is done, the clinic should be able to update the intervention.
5. Follow the resolution process.
6. If additional assistance is needed, please 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-EUX-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support