OnBase Unity Client - Document Missing Checklist

OnBase (Unity Client) - Document Missing Checklist

Purpose: Follow this procedure when a user report that a Document is missing a Checklist. This is usually requested by the Revenue Cycle group and should contain an encounter number.

Required Information to be documented in each Incident:

· Contact Name

· Contact Number

· Encounter 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. Follow the escalation process.

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· OnBase

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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