

# Clinic Audit Checklist

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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Purpose:

Follow this procedure when a user reports that

Unable to access clinic audit checklist

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

unable to access Clinic Audit Checklist

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

unable to access Clinic Audit Checklist

Clinic audit group membership Check

Check if ePilot Checklist Edit User is added in Group members

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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