

eCF - EPO Wastage

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eCube® Financials - EPO Wastage

Purpose: Follow this procedure when a user reports issue with EPO Wastage. Follow the Charges script for all Wastage issues other than EPO.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCharge DetailsScreen shot of the Error

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. These typically from the billing group and is ONLY for EPO Wastage. Follow the Charges script for all Wastage issues other than EPO.
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

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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

Refer to SME agent or Team Lead for review

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