eCC - Unable to update CenterState field in Transplant Assessment

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/da0634491b476d10e4f7eb10604bcb55', 'value': 'da0634491b476d10e4f7eb10604bcb55'}

eCube Clinicals® - Unable to update Center/State field in Transplant Assessment

Purpose: Follow this procedure when a user reports issue with eCube Clinicals® - Unable to update Center/State field in Transplant Assessment.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen 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. Advise the user to update the Patient already on transplant list? To Yes. This will allow the user to use the drop down and update the Transplant center/state field.

5. Once the Transplant center/state field is updated, the Patient already on transplant list? Needs to be updated to "No" and then save the Assessment.

6. Follow the resolution process.

7. If the issue cannot be resolved, 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

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