eCF – eCube Clinicals Admit Date Issues

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Purpose: Follow this procedure when a user needs assistance with updating the Admit date for patient in eCC and eCF. Note: Admit date is updated in eCF and can be updated by the clinic/user under specific scenarios. If there are ATTENDED encounters in eCF, the user should not make attempts to modify encounter dates in eCF.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdECDID Number/Patient Account ID NumberCorrect Admit date of patientCurrent Incorrect dateDetailed Description of the issue.Screenshots of encounters in eCF

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. Using the Revise Encounter Details in eCF:

Set Identifier Type to "Encounter Common data number"Enter the patient's Account ID number from eCC into the Identifier field,Check All boxes under "Include"Click Search this should give you a encounter list for patient.If patient encounter is not listed, check if the Clinic is listed under Encounter Location, if clinic in question is not listed, the user does not have access to that Clinic in eCF and will need to speak with the manager to request access.

5. The Admit date/Encounter Date should ONLY be updated by Clinic if there's only a single SCHEDULED Encounter in eCF. If there are any ATTENDED Encounters, clinic should not attempt to make any changes. Follow escalation process.

If patient only has one encounter in eCF which is Scheduled, assist user in updating the encounter date by selecting the Scheduled Encounter and updating the Encounter Date/Time in the Encounter Details screen.

If there are ATTENDED encounters, the user should not attempt to make any changes to any encounters, capture required information and follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

eCF – eCube Financials

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

Enterprise & Financial 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-FMC L1.5-Clinical App Support

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