

# ePOC - Completed Meeting Missing Stability Status

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## ePOC - Completed Meeting Missing Stability Status

**Purpose:** Follow this procedure when a user reports that for a Completed POC meeting the Stability Status is missing and they are unable to update it. User's may report this as missing Stability Status in the Census list or the Stability Worklist as well.

**Required Information to be documented in each Incident:**

Contact NameContact NumberClinic NumberPatient NamePatient MRNDetailed Description of the issue.Date of POC MeetingScreenshot of ePOC showing Completed Meeting with the Status missingName and NPI number of the Physician Listed as the Attendee in the Meeting, this can be different to the Physician listed as the patient's AttendingStatus of Meeting: Stable or Unstable

**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 escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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-Help Desk-Clinical Java Review – L1

Published By: DTI-EUX-FMC L1.5-Clinical App Support