

eCC - User getting Form field error while revising the order

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Author: {'link':

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eCC - User getting Form field error while revising the order

Purpose: Follow this procedure when a user report getting an error while revising the order.

Error Name - Form field (ordUdf_UDefinedStr3_1) requires correction () but is hidden. Please report problem to I.S.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed 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. Select the correct visit in Visit tab
5. Ask user to revise the order, if user receives the form field error, Unfortunately, this means that the order can't be revised there is no work around other than to discontinue the existing order, then create a new order.
6. Follow the resolution process.
7. If errors occur and further assistance is needed, 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

ServiceeCube Clinicals

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-ADEX-Clinical Applications Support - L2

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