

CTH - Tech Support Exceptions missing details or blank fields

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Author: {'link':

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CareTeamHub – Tech Support Exceptions missing details or blank fields

Purpose: Follow this procedure when a user reports issue with missing details or blank fields for the Tech Support Exceptions.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Date of RTG
Exception (Date of known Tech Support call) Detailed 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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-CareTeamHub-L2

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