

# CTH - General Data In eCube Clinicals but not updating in CareTeamHub

**Article ID:** KB0017716

**Created:** 2025-01-24 18:18:59

**Updated:** 2025-01-24 19:29:47

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/984af2591b8be150cfb6a756624bcb9d',

'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub – General Data In eCube Clinicals but not updating in CareTeamHub

Purpose: Follow this procedure when a user reports that data is present in eCC but not updating in CareTeamHub. Note: This script can be for general data issues, not covered in other scripts. Please ensure to check for specific scripts for CareTeamHub before referring to this script.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Patient Name/MRN
- Detailed Description of the issue
- Details of Data that is not updating, e.g. Name, Phone, labs, orders, etc.
- Date or Date Range(s)
- Screenshots of eCC and CareTeamHub showing discrepancy.

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. Please attach any referenced knowledge articles to the incident. Ensure the data in question matches in both eCube Financials and eCube Clinicals. Incorrect data can be corrected in eCube Financials. When data is updated, it can take up to 24 hours to see the data in CareTeamHub.
5. If data is correct in eCube Clinicals and eCube Financials, follow escalation process.

Classification Requirements

- Category
- Software & Applications
- Subcategory

- Clinical Applications
- Service
- CareTeamHub

#### 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-ADEX-Care Team Hub – L2

Published By: DTI-ADEX-Care Team Hub – L2