

CTH – Unable to Load Error when Accessing Patient

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CareTeamHub – Unable to Load Error when Accessing Patient

Purpose: Follow this procedure when a user reports that in CTH when they select a patient, they receive Unable to Load error message.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Patient Name and MRN(s) 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. If issue is for multiple patients, include at least 2 sample MRN(s) for this issue.
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

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

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