

Priority Incident Process - eCC and Chairside

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Priority Incident Process - eCC and Chairside

Purpose: Follow this process to report any a potential Major Incident that needs immediate attention by the Major Incident Team.

Early hours Monitoring: This time of day when clinics are just starting it is imperative that ALL agents should be familiar with the Keywords and Key topics and be extra sensitive to issues, especially those reported during early hours, especially after any system updates or maintenance.

Key Topics: Any issues reported.

- Chairside - Unable to start/add patient.
- eCC - Unable to place orders.
- eCC Reports not running/loading.
- eCC - Hep B Assessments not generating.
- OSM (Order Schedule Manager) - Orders are missing in OSM.
- Chairside - Discontinued orders are present.
- Chairside - Medication ordered in eCC is missing.
- TAC information is not Updating to eCC, unable to place orders or assessments.
- eCC - Missing Chairside Treatment Data
- Daily Validation Dashboard is incorrectly reporting errors.
- Patient/orders missing in Spectra Labs
- eCC Reports - Patient/orders missing for eCC Medication labels report.
- Application inaccessible, unable to login due to error messages on accessing.
- eCC - Hep B Assessments not generating.

Priority Incident Management Process:

1. On receiving a call/ticket, HCL needs to ensure a Clinical Agent is notified for immediate review.
2. Clinicals Team will review and troubleshoot.
3. Please attach any referenced knowledge articles to the incident.

4. Clinicals Agent will reach out to Priority Incident Management number, 781-699-4345 to notify the Major Incident team of a potential issue. The following information will be gathered.

- Incident number
- Clinic number
- Application impacted.
- MRN
- Prod – if applicable
- Full details of the issue including any screenshots of the error.

5. The Agent will reach out to Priority Incident Management number, 781-699-4345 to notify the Major Incident team of a potential issue with all the issues to provide. The agent should have all information available to provide an email to the Priority Incident Management team if needed.

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