ePOC - Unable to Sign Completed Plan of Care Physician Name Missing

ePOC - Unable to Sign Completed Plan of Care Physician Name Missing

Purpose: Follow this procedure when a user reports that they are unable to sign a Completed Plan of Care Meeting, and the name of the physician is now missing the Edit Team Meeting screen. This ONLY is for a POC meeting that has been COMPLETED.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of POC MeetingName of missing physician.NPI Number of missing physician (this may not be the same as the patient's assigned physician)Detailed Description of the issueScreen shot of the meeting showing as already CompletedScreenshot of Edit Team Meeting showing missing Physician.

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. If the user does not know the NPI number of the physician you can use the physician's name to search the Provider Database to locate the NPI number.

5. Follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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-EUX-Help Desk-Clinical Java Review – L1

Published By: DTI-EUX-Help Desk-Clinical Java Review – L1