

eCC - Remove Discharged Patient from Census

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eCube Clinicals® - Remove Discharged Patient from Census

Purpose: Follow this procedure when a user reports issue with Discharged Patient on Census

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN 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. Verify with staff that all visits are closed in eCube Clinicals (staff may say houses are closed)

If the visits are closed and the patient is in Census, have them try reloading Census. If this does not work, follow the escalation process.

5. In eCube Financials, ask the staff to locate the most recent encounter of the treatment series that corresponds with the eCube Clinicals entry they are trying to end. There are two ways this can be done.

Search by the encounter common data number or treatment series number. This equates to the Patient Account ID Number (number of the house). If the customer does not have the ECD then proceed to Step 5.

or

Search by patient's MRN (Medical Record Number)

6. If the check box next to End of Treatment Series is already checked, uncheck it, click Done until they are back to the Home Page, start the process again until they are back to this page.
7. Check the box next to End of Treatment Series.
8. Click on Done until they are back on the Home Page.
9. Wait a few minutes for ECube Clinicals to update, then have the customer check Census again
10. Follow the resolution process.
11. If the issue is still present, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-Clinical Systems Support

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