

CTH - Missing Lab Drawn Indicator Icon

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Author: {'link':

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CareTeamHub – Missing Lab Drawn Indicator Icon

Purpose: Follow this procedure when a user reports issue with CareTeamHub – Missing Lab Drawn Indicator Icon. Note: This feature was implemented August 9th, 2020 therefore Orders prior will not have Lab Drawn indicators.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of ServiceDetailed 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. Pre and Post Indicators ONLY populate if the Pre Treatment Labs Drawn and Post Treatment Lab Drawn fields under Treatment data is a YES.

Indicators are Pre and Post test-tube icons.

5. If the Lab Drawn Indicator Icon is not present and the Pre Treatment Labs Drawn and Post Treatment Lab Drawn fields under Treatment data is a YES. Follow the escalation process.

6. Follow the Resolution 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