

eCC - Specific Patient Missing from Census

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Author: {'link':

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'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

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'value': 'da0634491b476d10e4f7eb10604bcb55'}

eCube Clinicals - Specific Patient missing from Census

Purpose: Follow this procedure when a user reports that a specific patient is missing from the eCube Clinicals Census. This is for only for scenarios where either just one or a few patients are missing from census. If entire census is missing for user, follow eCC - All Patients Missing from Census – No Patients in Census .

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberClinic ProdPatient NamePatient MRNAdmit Date
at ClinicDetailed Description of the issue.Screenshots of the Issue

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. Patient can be missing in eCC census if:

Visit is closedeCC census settings is not setup correctly.

5. Check in eCC, in the Visit tab, check if the visit for the patient is open or closed.
6. If visit is closed, that is the reason why the patient is no longer listed in the census. A closed visit generally indicates that the patient has been discharged from that visit.
7. If patient is still active at Clinic and was discharged in error, follow KB0011719.
8. If visit is open but patient is still not in the Clinic census, the census settings in eCC is most likely incorrect.
9. Click on the Magnifying icon top right of the screen.
10. Go to Outpatients Tab
11. Change Starting days to 22222, and Ending days as 22222. You may have to delete existing number before adding. Starting and Ending numbers limit the census based on patient admit dates. Entering 22222, ~60 years, ensures that practically all patients are covered and census isn't limited.
12. Hit Save and Close
13. Patient should now be in the eCC census

14. If all census settings is configured correctly but patient is still missing in eCC census, follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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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