

ePOC – Duplicate Open and Duplicate Potential Problems

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ePOC – Duplicate Open and Duplicate Potential Problems

Purpose: Follow this procedure when a user reports issue with e POC lists duplicate Open or Potential problems for patients. Duplicates were generated on due to a system issue.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Duplicates were generated on due to a system issue.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. To remove the duplicate open problems advise user to mark the duplicate Open Problems as erroneous.
5. The user will have to decline any duplicate Potential Problems to remove them.
6. Follow the resolution 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

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