

# eCC - Unable to complete Absence and Hospitalization Assessment

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eCC - Unable to complete Absence and Hospitalization Assessment

**Purpose:** Follow this procedure when a user reports they are unable to complete Absence and Hospitalization Assessment for a patient.

**Required Information to be documented in each Incident:**

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Clinic Prod 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. If user unable to edit or complete an Absence and Hospitalization Assessment (AHA) and is receiving a Modality tracking error, Advise the user to edit Modality Tracking assessment by (just edit the time) or Complete New Modality tracking assessment. Capture the Alert in a screen shot.
5. After the user edits the Modality tracking assessment, they must complete the existing AHA assessment, If it is allowing to edit then "Complete" or if it is not allowing guide the user to mark the existing AHA assessment as "Erroneous" and manually complete the new AHA assessment.

**Path for AHA assessment:** eCC → select the correct visit tab → charting → assessment → then select the assessment as per modality.

**Note:**

Use this Home Absence/Hospitalization Record assessment only for HHD, HCCPD or HCAPD patients. Use the Absence/Hospitalization Record assessment for In-center Patients.

**Path for Modality tracking assessment:** eCC → select the correct visit tab → charting → assessment → then select the Modality Tracking

5. 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 eCube Clinicals

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-Clinical Applications Support - L2

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