

MedReview eRx Error - User not authorized to send prescriptions for this prescriber

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Author: {'link':

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MedReview eRx Error - User not authorized to send prescriptions for this prescriber

Purpose: Follow this procedure when a user reports issue with MedReview eRx Error - User not authorized to send prescriptions for this prescriber.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. This occurs when a prescription is entered before provider approval. Advise the user to select Save Pending Rx or Save and add Rx and the prescription will be sent to the provider for approval.
5. Follow the resolution process.
6. If the issue is still present, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

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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