

Missing Spectra Lab culture does not appear as Adverse Event

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Author: {'link':

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Category: {'link':

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Missing Spectra Lab culture does not appear as Adverse Event

Purpose: Follow this procedure when a user reports Missing Spectra Lab culture does not appear as Adverse Event

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate and Time
Adverse Event occurredSystem Adverse Events was entered (eCube Clinicals, CHAIRSIDE,
AEDES/Portal)Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in remedy ticket.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Spectra

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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