

eCC - Charge Appears Incorrectly in eCube® Clinicals

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eCC - Charges Appear Incorrectly in eCube® Clinicals

Purpose: Follow this procedure when a user reports Charges Appear Incorrectly in eCube® Clinicals.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient Clinic Number
(This will not always be the same as the caller clinic number)Date of ServiceProcedure Code or type of
service.eCube® Financials External Charge Interface number if applicable.eCube® Clinicals Order
occurrence number if applicable.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. Keep in mind the information may not match contact information.
3. Please attach any referenced knowledge articles to the incident.
4. Has it been greater than 72 hours since the charge should have posted to eCube Financials? Note response in ticket.
5. Update summary to Charges Appear Incorrectly in eCube® Clinicals.
6. Provide the Oder Occurrence number for each incorrect charge and a clear description of what about the charge is incorrect.

Order Occurrence number is found

> Patient Information

> Orders

> Order Occurrence status icon and look into Order Occurrence History.

7. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Financials

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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