

# eCC - Unable to Chart Transplant Assessment

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**Category:** {'link':

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eCube® Clinicals - Unable to Chart Transplant Assessment

Purpose: Follow this procedure when a user reports issue with Unable to Chart Transplant Assessment in eCube® Clinicals. As of February 7, 2021, this assessment is only available to Social Workers (SW).

Required Information to be documented in each incident:

Contact NameClinic / Facility NumberPatient NamePatient MRNPatient ClinicDetailed 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. Verify the user is a Social Worker (SW).

If the user IS NOT a social worker, advise user this assessment is only available to social workers as of February 7, 2021. Follow the resolution process.

5. If the user IS a social and is unable to chart, follow the escalation process.

6. For further question on this, direct user to Clinical Services at [clinicalservices@fmc-na.com](mailto:clinicalservices@fmc-na.com) or 877-567-6397 or their CTEM listed on FMC4ME.

FMC4ME

TRAINING & EDUCATION

Departments

Clinical Technology Education

Team Contacts

7. Follow the resolution 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

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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