eCC Error – No result found. Modify your search and try again

eCube® Clinicals Error – No result found. Modify your search and try again.

Purpose: Follow this procedure when a user reports issue with eCube® Clinicals – Error No result found. Modify your search and try again.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberEmployee IDClinic Prod (Prod A, Prod B, Prod C, etc.)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 the required information and troubleshooting in the incident.

3. Make sure that ICD-10 diagnosis are being used. Modify your search and try again.

4. Remote into the user's computer. Ensure the user is trying to access CDP module with a clinic name (ex. 1766-Fullerton) not FMC - NA or Select A Unit in the header. Note the CDP they are attempting to enter in the ticket.

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

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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