Medreview eRx - Data Issue

MedReview eRx - Data issues

Purpose: Follow this procedure when a user reports a data issue with MedReview eRx. MedReview eRX is generally accessed via eCube Clinicals or PatientTrak Rx. Data issues can include issues with missing/incorrect medications, physicians, pharmacies, etc.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description and nature of the issue.Screen shot of the Errors/issues

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. Document the steps performed to gather information or reproduce error.

5. Follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

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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