CTH - Modifying Status of SW and RD Assessments that are over a 365 Days Old

CareTeamHub – eCC Modifying Status of SW and RD Assessments that are over 365 days old

Purpose: Follow this procedure when a user reports that they are unable to modify the status of an existing SW or RD assessment in CareTeamHub or eCube Clinicials due to the assessment being over 365 days old and the assessment is no longer listed in CareTeamHub.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberPatient Name/MRNName of AssessmentDate of AssessmentDetailed Description of the issueScreen shot of the Assessment in eCC and any error message in CTH

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. If user is an RN and having issues modifying RN assessments, the issue would need to be directed to DTI-EUX-Clinical Systems Support.

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. CareTeamHub only lists assessments/notes for a year (365 days). An Open/In Progress assessment will prevent users from completing a new assessment of the same type, below error message will be presented to user.

5. If the user states that there is an old assessment/note that is no longer listed in CTH that they need to modify the status, follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-ADEX-CareTeamHub – L2

Published By: DTI-DCOE-CareTeamHub - L3