CTH - Missing Liberty Modem Treatment Data

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CTH - Missing Liberty Modem/Cycler Treatment Data

Purpose: Follow this procedure when a user reports issue with treatment data missing in eCube Clinicals or CareTeamHub for a Liberty cycler/modem patient.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description of the issue.Screen shot of the data discrepancy in eCC/CTH.Dates involved

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. Ensure that this is for a patient that uses a Liberty Cycler/modem.

5. If data is missing in eCube Clinicals, ask the user contacted the Liberty Modem Field Support: Technical Services, 1-800-227-2572 to verify that the modem is functional and transmitting data.

If the user has not contacted Liberty Modem Field Support advise them to do so. Provide the user with the incident number and inform them to call the Help Desk if Liberty Technical Services states modem is functional and issue persists. Follow the resolution process.If the user states, they have contacted Liberty Technical Support and modem is functional, note this information in the ticket and follow 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-CACOE-Health Information Exchange HIE Support

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