eQUIP – Patient does not require Footcheck but is listed as an Outlier

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eQUIP – Patient does not require Footcheck but is listed as an Outlier

Purpose: Follow this procedure when a user reports issue with eQUIP Report displays Patient does not require Footcheck but is listed as an Outlier. Data for prior months cannot be updated.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. In eCube Clinicals, look up the Patient and see if Diabetes or PVD is entered in their CPDs. Any erroneous CPDs will need to be removed. Data for prior months cannot be updated.

5. Check in the ESRD History Assessment listing Diabetes as the Primary Cause of Renal Failure. If ESRD History Assessment has errors, user will have to mark the assessment as erroneous and complete a new assessment.

6. If the issue is still present follow the escalation process.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Data & Analytics

Service

eQUIP

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

Data & Analytics

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-APPEX Support - L3

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