

ISP (Infection Surveillance Platform) - Data Issue

Article ID: KB0011833

Created: 2023-05-09 19:32:21

Updated: 2023-05-09 19:33:34

Author: {'link':

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ISP (Infection Surveillance Platform) Data Issues

Purpose: Follow this procedure when a user reports issue with ISP (Infection Surveillance Platform) needing information changed / deleted.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient MRNPatient NamePatient ModalityScreenshot of ISP Report showing infection in question.Details of the data that needs updated for Patient's Infection History.

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. Details of the data that needs updated for ISP as follows.
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ISP (Infection Surveillance Platform)

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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