

eCC – Lab Orders Not Transferring to Spectra

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eCube® Clinicals – Lab Orders Not Transferring to Spectra

Purpose: Follow this procedure when a user reports issue with eCube® Clinicals – Lab Orders Not Transferring to Spectra.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Patient Clinic Lab Draw Date Date of Service Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Lab Orders from eCC not making their way to Spectra for immediate orders or future orders (could be a backlog). "I can't print my Spectra Labels" or "I don't see my orders in the Label Application."

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

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

4. Ask the user if the Label application available and visible to them?

If NO, advise the user to contact Spectra Support provide the user, the ticket number for their reference and the appropriate Spectra Support number. Follow the resolution process.

Spectra Support East - 800-522-4662 Follow the prompts for technical support. Spectra Support West - 877-334-0021 Follow the prompts for technical support.

5. Confirm the Lab Order for the patient is appearing in eCube® Clinicals with the Date of Service.

IF NO. Advise the user: The Spectra Label application requires the Order exist in eCube Clinicals first. Please advise the user to enter the order in eCube Clinicals. Then the information will pass to Spectra within 30 minutes and be available in the Label application. If YES. Ensure the following is documented in the ticket

Patient Name Patient MRN Patient Clinic Lab Draw Date When was this Lab Order added/changed for the Date of Service in question? Date of Service

6. Follow the 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-EUX-Clinical Systems Support

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