eCC- Automatically Signing out after placing orders

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eCC- Automatically Signing out after placing orders

Purpose: Follow this procedure when user automatically signing out after placing orders.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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, go to Charting>> CDP

5. Check under Diagnosis if there are two priorities as Primary. If there are multiple showing Primary, Advise user to remove one of these CDPs or mark it as secondary. After the CDP corrected, the try to enter the order for the patient. Follow the resolution process.

6. Check ESRD History Assessment. Ensure the primary cause of Renal failure is reflected correctly in ESRD assessment.

7. Follow the resolution process.

8. If the issue remails and further assistance is needed. 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

ServiceeCube Clinicals

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-Clinical Applications Support - L2

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