

QSR Not Getting Credit for Foot Check

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QSR Not Getting Credit for Foot Check

Purpose: Follow this procedure when a user reports issue with QSR Not Getting Credit for Foot Check.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient ClinicDate of Foot Check AssessmentDate Order Occurrence was marked completeDetailed 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 verify the Foot Check Assessment is marked complete and document the date.
5. In eCube® Clinicals interventions or CHAIRSIDE® note the Order occurrence for the Foot Check was marked as “Complete”.
6. Ask the user to run the Ancillary order Compliance Report in eCC Reporting and confirm:

Patient should have a “Y” for Foot Assessment Order PresentPatient should have a “Y for Occurrence CompletePatient should show “Completed” for Foot Check Assessment

7. If all criteria IS correct, follow the escalation process.
8. If patient is missing any of the criteria, please have them correct in eCube® Clinicals.
9. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

QSR (Quality Status Report)

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

QSR

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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