

# eCC - All Patients Missing from Census / No Patients in Census

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/cb376585476ca150002b1888036d430e',  
'value': 'cb376585476ca150002b1888036d430e'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/16d570671be982904580ca21604bcbd5', 'value': '16d570671be982904580ca21604bcbd5'}

Title

eCC – Missing Patients in Census

Purpose:

Follow these steps to add patient to census.

Select the following link to view the instructional video.

eCC - Missing Patients in Census

Process

Step 1.

This process will help you when you receive.

Step 2.

Please open the web browser (Microsoft edge) and go to [fmc4me.fmcna.com](https://fmc4me.fmcna.com) and open Ecube Clinicals

Step 3.

Make sure clinic is selected in the top left-hand corner, next to user's name. If the clinic number is not mentioned in the link, Please call the IT helpdesk.

Step 4.

Once clinic is selected, Click on the Magnifying icon top right of the screen.

Step 5.

Go to Outpatients Tab and Ensure Starting and Ending days is set to 9999, delete existing numbers before adding 9999.

Step 6.

Locate Clinic in list. Click on Clinic, this should then give a Check box next to the Clinic name.

Step 7.

Check the box and use the down arrow to move the clinic into the Selected Units box.

Step 8.

Click Save and Close.

Need additional assistance?

Contact the Help Desk or submit a service now incident. Please let them know the steps you followed and the title of the article as well as any errors that may have occurred. The Help Desk is your partner in resolving this issue.