

# ePOC – Patient Missing from Census

**Article ID:** KB0011769

**Created:** 2023-05-25 16:23:58

**Updated:** 2023-05-25 16:25:21

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/9be744e487b2a11065678a8acebb353a', 'value': '9be744e487b2a11065678a8acebb353a'}

## ePOC – Patient Missing from Census

**Purpose:** Follow this procedure when a user reports issue with a patient missing from the electronic Plan of Care Census. Plan of Care only lists Active, Permanent, and Declared Pandemic/Disaster Patients in the Census.

**Required Information to be documented in each incident:**

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

**Troubleshooting Process:**

1. Confirm with user that the issue matches the issue reported. Plan of Care only lists Active, Permanent, and Declared Pandemic/Disaster Patients in the Census.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Confirm the patient is still in the clinic census of eCube Clinicals.

If patient is not in the clinic census, then the patient will not be listed in ePOC application.

5. Make sure the patient admit date is not in the future. ePOC will not list patients with future admission dates.

6. Verify the Type of Placement set on the Visit screen in eCube Clinicals.

If Placement Type is Transient, then the patient is will not be listed in ePOC. If patient is a Permanent Patient, then the user will have to correct the placement type to Permanent in eCube Financials.

Follow: Data in eCube® Financials not crossing to eCube® Clinicals for how to update the patient data.

7. Once the information is updated the patient should be in the ePOC census. Follow the Resolution Process.

8. If the patient is still not showing on the census follow the Escalation Process

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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-Help Desk-Clinical Java Review - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1