

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

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**Author:** {'link':

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'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

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

**Purpose:** Follow this procedure when a user reports that all patients are missing from the Clinic census and have message that says “There are no patients in your census” in eCC. A user must have access to the Clinic in eCC before census can be accessed/loaded. If user does not have the Clinic listed for selection in eCC, then they first must obtain access.

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

Contact Name Contact Number Clinic / Facility Number Clinic Prod Detailed Description of the issue. Screenshots of the troubleshooting steps taken.

**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. If customer is identified as either Physician/Advanced Practitioner/Nurse Practitioner – warm transfer the call to the Physicians Direct Connect team at 855-322-4968.
5. Make sure you are in the correct Prod.
6. Make sure clinic is selected in the top left-hand corner, next to user's name.
7. If Clinic is still not listed, the user does not have access to the Clinic yet  
Refer to IAM for access review
8. Once clinic is selected, Click on the Magnifying icon top right of the screen.
9. Go to Outpatients Tab
10. Ensure Starting and Ending days is set to 22222, delete existing numbers before adding 22222.
11. Locate Clinic in list. Click on Clinic, this should then give a Check box next to the Clinic name.
12. Check the box and use the down arrow to move the clinic into the Selected Units box.
13. Hit Save and Close.
14. This should now load the Clinic census.

15. If all census settings is configured correctly and census list is still not loading, follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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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