

OnBase – Adpacks Missing HIE Consent Forms

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OnBase – Adpacks Missing HIE Consent Forms

Purpose: Follow this procedure when a user reports issue with Adpacks Missing HIE Consent Forms. Adpack will not contain HIE Consent Forms, IF the patient already has a HIE Consent Form Completed and scanned into DocMgr. This consent form can be from a different Clinic, i.e. was completed and scanned by a different clinic.

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.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Check in DocMgr if patient already has the HIE consent form scanned.
5. If there is a scanned HIE Consent form present in DocMgr, newer Adpacks will not include a blank HIE Consent Form.
6. If clinic needs to complete a new form, a blank form can be found at:
<https://content.intranet.fmcna.com/health-information-exchange/hie-patient-consent/> or the clinic can print out blank consent form from the original Adpack and use that.
7. If DocMgr does not show a signed HIE consent form and the generated Adpack does not contain the consent form, follow escalation process.
8. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

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-ADEX-DigitalPortals-SOP OnBase – L2

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