ePOC – Team Meeting Requires Physician Extender Approval when PHYSICIAN EXTENDER is Not Present

Article ID: KB0012885
Created: 2023-05-25 16:11:39
Updated: 2023-05-25 16:14:05
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/9be744e487b2a11065678a8acebb353a', 'value': '9be744e487b2a11065678a8acebb353a'}

ePOC – Team Meeting Requires Physician Extender Approval when PHYSICIAN EXTENDER is Not Present

Purpose: Follow this procedure when a user reports an issue in ePOC under the Team Meeting details the Physician Extender Approval is required when the PHYSICIAN EXTENDER is marked Not Present. The Approval is ONLY required if the PE is marked as Attended.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. Currently, the POC Meeting Details will list signature approvals for all 5 disciplines, and if the PHYSICIAN EXTENDER (PE) is marked as Not Present, the Approval can be left unsigned/unapproved and will not be flagged as missing signature. The Approval is ONLY required if the PE is marked as Attended.

5. Follow the resolution 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

Published By: DTI-EUX-Help Desk Clinical App Support