

# eCC - User is Unable to enter order Due to Missing or Incorrect Data in Hep B Assessments

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**Category:** {'link':

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eCube Clinicals® - User is Unable to enter order in eCube Clinicals Due to Missing or Incorrect Data in Hep B Assessments

Purpose: Follow this procedure when a user reports Unable to enter order in eCube Clinicals Due to Missing or Incorrect Data in Hep B Assessments

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Date Of Service Detail Description of the issue

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. Direct user to the instructions shown below, to Manually enter Hep B results correctly. Please allow 15 minutes for the information in eCube Clinicals to update.

Home > IT Systems Library > eCube® Clinicals > Job Aids > Manual Entry of Hepatitis B Lab Results

[https://fmc4me.fmcna.com/idc/idcplg?IdcService=GET\\_FILE&dDocName;=PDF\\_3000268720&allowInterrupt;=1&Rendition;=webViewableFile&RevisionSelectionMethod;=latestReleased](https://fmc4me.fmcna.com/idc/idcplg?IdcService=GET_FILE&dDocName;=PDF_3000268720&allowInterrupt;=1&Rendition;=webViewableFile&RevisionSelectionMethod;=latestReleased)

5. Follow the resolution process.
6. If this does not resolve the issue follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

## 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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