CTH - Missing Clinic Issue

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Purpose: Follow this procedure when a user reports that they are missing a specific clinic in CareTeamHub. Note: This article can be used for Patients and Cases tabs in CareTeamHub.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberDetailed Description of the issue.Screen shot showing clinic is not listed under Location in CTH

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. In the Patients or Cases section, have the user click the "x" in the Location field to clear the current Clinic selection.

5. Advise the user then enter Clinic number/name in the Location field. If clinic is listed, have user select the clinic. This should then load the clinic/patients for the user. If the Clinic is not listed, the user does not have access to the Clinic in CareTeamHub.

6. Include a screenshot of Location field showing clinic is not listed and checks have been made and follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-HCL IAM-L1

Published By: DTI-DCOE-CareTeamHub - L3