

ePOC – Clinic Access Issues

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ePOC – Clinic Access Issues

Purpose: Follow this procedure when a user reports issue accessing electronic Plan of Care (ePOC). Electronic Plan of Care is designed to display up to 25 clinics. For users with more than 25 clinics the clinic number can be typed in the search box.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. Confirm user is logged into FMC4Me.

My Applications >Clinical, Quality & Patients >Plan of Care

5. If user can access eCube Clinicals but cannot access ePOC, follow the escalation process.
6. If the user has received notice their access has been completed, follow the escalation process.
7. If user cannot access either eCube Clinicals and ePOC advise the user an eAccess request is required for access.
8. 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

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

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