DVD Error - COVID Vaccination Orders

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DVD - Daily Validation Dashboard Error – COVID Vaccination Orders

Purpose: Follow this procedure when a user reports issue with DVD - Daily Validation Dashboard Error – COVID Vaccination Orders administered COVID vaccinations ordered and completed in eCube Clinicals but not documented in CHAIRSIDE. Users reporting these vaccinations were administered on non-treatment days therefore no treatment sheets are available to clear the error.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient ClinicDetailed 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. Advise the user to take a sheet of blank paper and note COVID Vaccination Administered on date of service and scan into DI under Treatment Sheets for the date of the DVD error presented. This will clear the validation error within 24 hours.

5. Follow Resolution process.

6. If user states that scans have been completed but errors are not clearing. Ensure this is scanned to the patient's clinic for the date shown on the validation error. Please follow script for DVD – Daily Validation Dashboard Errors Not Clearing.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Daily Validation Dashboard

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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