

ePOC - Problems listed with Red Pencil Icon

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ePOC - Problems listed with Red Pencil Icon

Purpose: Follow this procedure when a user reports an issue with the Plan of Care application (ePOC), where a problem listed with a Red Pencil icon next to it.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient Name/MRNDetailed Description of the issue.Screen shot 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. The red pencil icon for a Problem indicates that the Problem is either missing a Goal or Intervention. A problem requires both a Goal and an Intervention
5. Ask the user to verify that both Goal and Intervention is present for the problem. Advise the user to enter any missing Goal or Intervention information.
6. If the user is still experiencing the issue follow the escalation process.
7. If the issue is cleared, 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-Help Desk-Clinical Java Review – L1

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