

# ePOC – Benefit Investigation showing Discharged Patients

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## ePOC – Benefit Investigation showing Discharged Patients

Purpose: Follow this procedure when a user reports issue with ePOC – Benefit Investigation showing Discharged Patients. Once a patient is in the BI Worklist they cannot be removed, even if the patient has been discharged from the clinic.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed 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 user, once a patient is in the BI Worklist they cannot be removed, even if the patient has been discharged from the clinic.
5. 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

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