

MedReview eRx – Access and Print the Patient Clinical Report

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MedReview eRx – Access and Print the Patient Clinical Report

Purpose: Follow this procedure when a user reports issue with printing the medication list for patient in MedReview eRx. Note: This report replaces the Mini Report.

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. Access MedReview-eRx via eCube Clinical Links
5. Once patient is pulled up, click on the patient's name/mrn to bring the Patient Summary Screen.
6. Once patient summary screen is pulled up, click on the patient icon/button.
7. This will bring you to the Patient Clinical Report. Click on the print icon to print the report.
8. Follow the resolution process.
9. If the user is still experiencing an issue, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

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-Clinical Systems Support

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