

ePOC - Accessing a Discharged Patients Records

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ePOC - Accessing a Discharged Patient's Records

Purpose: Follow this procedure when a user reports that they need to access a discharged patient in the ePOC application for viewing or editing purposes. This is ONLY for accessing Discharged patient information. Once a patient is discharged and the visit closed in eCube Clinicals, the patient is removed from ePOC census and cannot be accessed as you would an active patient.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic Number Patient Name Patient MRN Detailed Description of the issue. Screen shot of any/all Error(s)

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. Locate the patient in eCube Clinicals using the search function first.
5. Confirm the patient clinic is selected in the top left-hand corner of eCube Clinicals (user must have access to the Clinic). Select the "chain" link in the top right-hand corner of eCube Clinicals. Either Plan of Care or POC Quick View will provide users with Plan of Care information.
6. To edit information, the visit needs to be opened in eCube Clinicals. This will bring the patient back into the ePOC census allowing user to make edits. Please refer to existing Knowledge Articles on editing Completed Meetings in ePOC.
7. 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

Published By: DTI-EUX-FMC L1.5-Clinical App Support