CS - Clinician Unable to Revise or Place a New Incenter HD Order

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Chairside - Clinician Unable to Revise or Place a New Incenter HD Order for Hep B

Purpose: Follow this procedure when a user reports they are Unable to Revise or Place a New Incenter HD Order.

Required Information to be documented in each ticket:

Clinic Contact (Nurse Name)Clinic Contact NumberClinic / Facility NumberPatient Medical Record NumberPatient Full NamePatient Contact #Patient ModalityLaptop / Tablet / Mobile Device make / model

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. Clinician unable to revise or place a new Incenter HD Order

5. Confirm the clinician has completed the Hepatitis B Results Assessment in eCube Clinicals by going to:

Assessments

In progress assessments

Complete assessment

save

6. Follow the resolution process.

7. If user is unable to clear issue follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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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