

# eCC - Remove Cancelled Visit Patient from Census

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**Category:** {'link':

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## Remove Cancelled Visit Patient from Census

**Purpose:** Follow this procedure when a user reports they need to remove a Cancelled Patient from eCC Census. A cancelled patient is a patient that never started treatment/dialysis at the Clinic. User also may state that the patient was never Admitted to the Clinic. Note: ONE patient per incident.

**Required Information to be documented in each incident:**

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Admit Date of Visit to be Cancelled Encounter Number (Found in eCF) Patient Account ID (Found in eCC) Screen shot of Completed Cancelled Admission Assessment Screen shot of the Visit Status in eCube Financials.

**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. In eCube® Clinicals

Ensure a Cancelled Admission assessment has been completed for the visit in question. If missing the clinic will need to complete this first. Ensure there is NO Discharge Assessment entered for the Visit. If a Discharge Assessment was entered it will need to be marked as Erroneous. Ensure there are no Active orders under the Orders tab, Have the clinicians go to the order screen and ensure all orders are showing as discontinued. Ensure Charting Interventions does not contain any Completed Orders. Any Completed Orders must be updated to Not Complete to cancel the visit. If there are any issues or errors updating the orders please follow the escalation process.

Assign the Incident to the Following Group

DTI-EUX-Clinical Systems Support

5. In eCube® Financials confirm the encounter status.

If the encounter shows Cancelled.

Assign the Incident to the Following Group

DTI-EUX-Clinical Systems Support

If there are Attended encounters in eCF:

Check if there are any completed orders in eCC. A Visit cannot be Cancelled if it has completed orders in eCC. If there are any Completed (green checked) orders in eCC, instruct the user to mark them as Not Complete Once there are no Completed orders in eCC: Assign the Incident to following group

DTI-EUX-HCL-eCube Financials L1

If the encounter is Scheduled in eCF:

Assign the Incident to following group

DTI-EUX-HCL-eCube Financials L1

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

Resolution Process

If ticket is to be resolved, for some reason, update the ticket with the following categorization.

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.

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