ePOC - Deleting or Editing Notes and Comments

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ePOC (electronic Plan of Care) - Deleting or Editing Notes and Comments

Purpose: Follow this procedure when a user reports issue deleting or editing electronic Plan of Care (ePOC) Notes/Comments.

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. Notes/Comments must be edited/updated under the Notes sections in the ePOC application.

5. Direct user to the Notes tab and have them locate the note in question to edit. This is the only option to edit/delete a note. Follow the resolution process.

6. If user is still unable to edit notes, document the detailed steps that were performed and include screenshots of any error received. Follow the escalation 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

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