DI – Removal of Scanned Documents

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Document Imaging (DI) – Removal of Scanned Documents

Purpose: Follow this procedure when a user needs a document removed from Document Imaging ONLY. Document Imaging documents are scanned under Billing Group Docs at the printer/scanner. For issues in Doc Mgr see Doc Mgr - Scanned Documents Need to be Removed.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Document for Document Imaging, showing Doc ID, Doc Type and Document Date

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. Attach screenshot of document info by clicking the 'i' icon.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Document Imaging

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-ADEX-ENT-SOP-RCM KOFAX DI-EDM - L2