

eCF - Unable to Locate Patient in Revise Encounter Details Screen

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eCF - Unable to Locate Patient in Revise Encounter Details Screen

Purpose: Follow this procedure when a user reports that they are unable to locate a patient in the Revise Encounter Details Screen in eCube Financials. Note: either their MRN number or Account ID number/ECDID.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Patient Name/MRN Patient Account ID/ ECD ID number Detailed Description of the issue. Screen shot of the Revise Encounter Details Page

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. Check the Encounter Location drop down list on the Revise Encounter Details page of eCube Financials. The patient's clinic should be listed. If the Clinic is not listed, the user lacks eCF access for that Clinic. Assign the Incident to the Following Group for further review

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5. If Clinic is listed in Encounter Location drop down and the patient is still not located:

If searching using Patient Account ID/ECDID number, ensure that number is correct. Each visit has a unique patient account ID.

If searching using Find Patient and Patient MRN/name, ensure that under Additional Search Options, Included Deceased is checked. If patient is deceased and this is unchecked, patient will not be located.

6. If user has access and is still unable to locate patient, follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

eCF - eCube Financials

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

Enterprise & Financial Applications

Service

eCF - eCube Financials

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

Refer to SME agent or Team Lead for review

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