

eCC - Add ICD10 Code

Article ID: KB0011702

Created: 2023-05-26 01:50:07

Updated: 2023-05-26 01:50:39

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/da0634491b476d10e4f7eb10604bcb55',

'value': 'da0634491b476d10e4f7eb10604bcb55'}

eCube Clinicals® - Add ICD10 Code

Purpose: Follow this procedure when a user is requesting to add an ICD10 Code.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Detailed 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. Advise user requests for ICD10 Codes are to be made through the Enhancement Request Management Tool (ERMT) application on FMC4ME.

My Applications

Clinical, quality & Patients

Enhancement Request Management Tool (ERMT)

5. If user needs assistance in which ICD10 code to use, direct user their Clinical technology Education Manger.

FMC4ME

TRAINING & EDUCATION

Departments

Clinical Technology Education

Team Contacts

6. If user needs ERMT access follow the escalation process.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-HCL IAM - L1

Published By: DTI-EUX-HCL IAM - L1