

# Document Imaging - Unable to Locate patient in DI - Lexmark Printer

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Title

Document Imaging - Unable to Locate Patient in DI - Lexmark Scanner

Purpose:

Follow this procedure when a user reports that they are unable to locate a patient in DI/Lexmark Printer to scan documents into.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Patient Name and MRN IP Address of Lexmark Printer Used for Scanning Detailed Description of the issue. Screen shot of the Error (if any)

Scenarios

Users may not be able to locate a patient as expected if:

Patient is NOT Permanent Patient has been Discharged. Patient has the wrong Clinic ID assigned in the Patient Administration Toolkit

Notes:

Updates made in eCube Clinicals or ECube Financials may require 24-28 hours to appear in the Document Imaging system.

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

Is the patient a Transient patient or a Discharged patient at the Clinic? Yes/No

Yes: User will have to use the Search by MRN function to locate the patient in DI.

Instructions is located at end of this article.

No: Patient is not a transient or discharged patient.

Proceed to next step.

4.

Is the Type of Placement set to Permanent in eCC for the Clinic?

Yes/No

No: Assist user in updating the placement type in eCF.

Once eCF and eCC have been updated, allow 24 – 48 hours for patient's Clinic to be updated in DI.

As a workaround, user can still use the Search By MRN function to locate patient.

Resolve ticket.

Yes: Placement type in eCC is Correct.

Proceed to next step.

5.

In the Patient Administration Toolkit does the Clinic ID match the patient's current permanent Clinic?

Yes/No

Yes: Clinic ID does match. But user is unable to locate patient in DI.

Route ticket to DTI-ADEX-ENT-SOP- RCM KOFAX-DI-EDM - L2 with clear notes, for further review.

No: Clinic ID does not match with patient current Clinic.

Proceed to next step.

6.

Check the Admission History section in PAT. Are there any previous clinics that are missing a Discharge Date?

Yes/No.

Screenshot above: shows a patient currently active at Clinic 1115, that is missing a discharge date for an admission at Clinic 1533 from 11/02/2009.

Clinic ID is therefore set to 1533, as the system still considered this patient active at the older admission.

Yes: There are previous clinics that are missing a Discharge Date.

Assess as to why the discharge date is missing.

If this is cancelled admission at that Clinic, follow KB0012540. If this is patient that attended treatment and then the lack of a Discharge Date means that the FMS Discharge Assessment has not been completed in eCC. Inform user that the discharge assessment needs to be completed for the concerned Clinic. The user may need to contact the concerned clinic. Facilitate communication if necessary. If a Clinic is not listed in eCC, (Clinic is permanently closed) and charting can no longer be done in eCC, escalate ticket to: DTI-ADEX-Integrations- iHUB Informatica.

No: There are no prior admission that are missing a discharge date.

If the Clinic ID does not match and there are no prior admission that are missing a discharge date, escalate ticket to DTI-ADEX-Integrations- iHUB Informatica with the request to correct the Clinic ID.

Search by MRN Function

Steps below outline the use of the Search by MRN function in DI. These are to be performed at the Lexmark printer.

At the printer, select appropriate document type and hit Next

Enter Clinic# and then select Search by MRN at the bottom left corner (NOT NEXT)

Enter the patient's last name, and then click Next

Enter the MRN number of the patient and then click Next

If the user reaches the Select a Category screen, they have successfully located the patient and now can proceed with scanning of the documents.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Document Imaging

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Document Imaging

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

Depends on scenario outlined in troubleshooting steps.

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