

TAC – Issue Updating Access Status

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TAC – Issue Updating Access Status

Purpose: Follow this procedure when a user reports issue with updating patient access status in TAC.

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. If an access was charted in error it can only be updated to Removed or Permanently Unusable if listed.
5. An access marked as Active, cannot be changed to Maturing/Healing
6. Once a treatment is documented the access cannot be changed to Documentation Error.
7. An access listed as Permanently Unusable, Removed, or Documentation Error cannot be updated further.
8. For further questions, advise user to contact their CTEM or go to:
FMC4ME > TRAINING & EDUCATION > Education Programs > Total Access Care Library > TAC RESOURCES
9. If there is an error that needs to be addressed by Systems Administrators follow the escalation process.
10. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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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