Add or change Physician in eCube Clinicals

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Purpose:

Follow this procedure when a user requests to add or change physician in eCube Clinical for patients

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient MRNPatient NameCurrent Physician Information

NameNPIClinic Number

Updated Physician Information

NameNPIClinic Number

Detailed Description of the issueScreenshots of error

Details/Scenarios/Notes:

Scenario 1

User requests to add or change physician in eCube Clinical for patients

Scenario 2

If the user finds the physician is not listed in eCube Financials, or an error is displayed.

Troubleshooting Process

1.

Scenario 1: User requests to add or change physician in eCube Clinical for patients

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.

Remote into the User’s computer and have user logged in into eCube Clinicals and eCube Financials.

5.

Open patient details from eCube clinicals by clicking on patent look-up icon.

6.

Click on Visit tab to get the patient details

7.

Copy Patient Account ID, while obtaining the Patient Account ID (ECD ID) from eCC, we must ensure that the correct visit is selected. Always select the reported clinic from left side.

8.

Have user logged in into eCube Financials and then click on Revise encounter details

9.

Click on drop down in Identifier type and then select Encounter Common Data Number then enter Account ID in Identifier field. Tick all the check boxes under Include tab.   Click on Search button.

10.

It will take some time to load the data then select top most encounter and click on select button as shown above.

11.

Click on Health Professionals tab and then Click on Add/Edit assignments and then select Revise assignment

12.

Click on Edit/Pencil Icon to add the required physician in eCube Financials. Please make sure Responsibility type must be selected as Attending.

13.

Search the Physician by last name and if unable to find with last name change the ID type to NPI number (National Health professional ID) and then search with NPI number. Click on select button to select the New Physician. If user do not know the NPI number please refer to the point no 18 and search the Physician with their name and get the NPI number from Provide Database Application.

14.

New Physician name will appear on dialogue box. Click on OK. Responsibility type must be Attending. Please confirm Specialty of New Physician with user.

15.

Please click on Yes and then click on Done.

16.

Please click on Done to save the record.

17.

Refresh the census from eCube Clinical by clicking on Open Census Button and then New physician will be appear in ECC.

18.

Scenario 2: If the user finds the physician is not listed, or an error is displayed.

Have user logged in into Provider Database Application from Fmc4me homepage

19.

Search with Physician Name or NPI number in Provider Database Application, Click on Physician Name to view the details

20.

Scroll down the screen to Roles & Appointments, Check if user has access to clinic

If the Clinic is NOT listed and if the Patient is New Admission in the Clinic ask the user if this transfer is due to a Disaster or Pandemic.

21.

If the patient transfer IS NOT due to a Disaster or Pandemic advice staff to contact their RVP (Regional Vice President) Assistant to ensure Clinic is added for the physician. Follow the Resolution Process.

If the patient transfer IS due to a Disaster or Pandemic, verify all required information. Follow the Escalation Process.

If the Clinic IS listed, verify all required information is documented in the ticket including screenshots. Follow the Escalation Process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

e.g. eCube Financials

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise and Financials applications

Resolution Service

eCube Financials

Escalation Process

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

Escalation Group

DTI-EUX-HCL-eCube Financials L1

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