eCC Reports - Pre-Printed Treatment Sheet has Incorrect Patient Name

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Purpose: Follow this procedure when a user reports that the Pre- Printed Treatment Sheet report is generating pages with incorrect patient names. Currently our systems administrators are working on this issue there is no timeline to resolution.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberSample Name/Patient MRNDescription of the issueScreen shot of the issue

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. The issue occurs when Yes is selected for Add separator page between patients for double-sided printing in the report parameters

5. Advise the user our systems administrators are working on this issue there is no timeline to resolution. Workaround is to select "No" for this option. The clinic may have to print the report single - signed to avoid confusion.

6. Follow the resolution process.

7. If the user has performed the workaround and requests escalation, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCC Reports

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

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