CS - Unable to Sign off No Practitioner found with the given Physician ID

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Chairside – Unable to Sign off - No Practitioner found with the given Physician ID

Purpose: Follow this procedure when a user reports that they receive a No Practitioner found with the given physician ID error in Chairside. Users may report this as not being able to sign off in chairside.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberPatient namePatient MRNUser Role/Credential: e.g. RN, PCT.Detailed Description of the issue.Screenshot of the Signature screen, showing error message and user's name.

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. On the signature screen, check to see if the user has their credential listed after the name, e.g for Patient Care Technician, John Smith, it should say JSmith PCT. If credential is missing, this is an access issue.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM-L1

5. If credential is present, but the error is presents, capture required information, along with details of when the issue occurs.

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review – L1

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside.

Escalation Process

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

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