eCC - Clinical Summary Anemia Graphs Missing Medication Entry

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eCC - Clinical Summary Anemia Graphs Missing Medication Entry

Purpose: Follow this procedure when a user reports that in eCube Clinicals the Clinical Summary Anemia Related Labs/Meds graphs don't reflect medications that was administered.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberPatient NamePatient MRNClinic ProdDetailed Description of the issueName of medication(s)Date(s) medications administeredScreenshot of eCC Clinical Summary Anemia Graph showing missing instances of medicationScreenshot of eCC showing Completed ordersScreenshot of Chairside Medication Tab showing ESA Medication Details

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. In eCube Clinicals, obtain a screenshot of the Anemia Graph in eCube Clinicals

Clinical Summary

Anemia

5. Otain screenshot of the Completed order in eCC for medicatiube on in question.

6. If patient in question is currently treating in Chairside, check in Chairside under Medication tab to see what is currently listed for ESA Med Last Given.

7. Follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-ADEX-Clinical Applications Support - L2

Published By: DTI-EUX-FMC L1.5-Clinical App Support