eCC- Patient Not Appearing

eCube® Clinicals - Patient Not Appearing

Purpose: Follow this procedure when a user reports issue with Patient Not Appearing in eCube®
Clinicals

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient ClinicClinic
Prod (Prod A, Prod B, Prod C, etc.)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. Verify that the patient has been entered into eCube® Financials. A screenshot could be provided as
backup.

5. Verify the modality of the patient. The CAO needs to schedule an encounter using a valid In-Center
or Home modality. (Hemo/In-Center/Staff Assist, CAPD/Home, CCPD/Home, Hemo/Home). If a training
modality was entered, it will not appear in eCube® Clinicals.

6. Follow the 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-EUX-Clinical Systems Support

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