eCC – Missing Dietician (RD) Assessments under Charting

eCube Clinicals ® – Missing Dietician (RD) Assessments under Charting

Purpose: Follow this procedure when a user reports issue with Missing RD AKI Comprehensive (CIA) and RD ESRD Comprehensive (CAI) Assessments under Charting in eCube Clinicals ®. Effective March 14th 2021 these will need to be documented in CareTeamHub.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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. Advise the user that Effective March 14th 2021 the RD AKI Comprehensive (CIA) and RD ESRD Comprehensive (CAI) Assessments will need to be documented in CareTeamHub.

5. Assessments completed prior to March 14th, 2021 will not be listed in CareTeamHub.

6. New Assessments completed in the CareTeamHub will flow over to eCube Clinicals for viewing.

7. Changes to Assessments are to be made in CareTeamHub.

8. For further question on this, direct user to Clinical Services at clinicalservices@fmc-na.com or 877-567-6397 or their CTEM listed on FMC4ME.

FMC4ME

TRAINING & EDUCATION

Departments

Clinical Technology Education

Team Contacts

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

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