

# TAC - Remove Inactive Patient from Census

**Article ID:** KB0011898

**Created:** 2023-05-11 15:26:26

**Updated:** 2023-05-11 15:28:14

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/c3d750f047fa2150c4bfdd3f136d4378',

'value': 'c3d750f047fa2150c4bfdd3f136d4378'}

## TAC - Remove Inactive Patient from Census

**Purpose:** Follow this procedure when a user reports TAC shows patients that should not appear on the census.

**Required Information to be documented in each ticket:**

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Date Of Service Detail Description 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. Does the facility have a canceled visit or discharged patient in eCube Clinicals Census for this facility?

If there is a canceled visit follow Remove Canceled Visit Follow the resolution process. If there is a Discharged patient Remove Discharged Patient from Census Follow the resolution process.

5. If there are NO canceled visit or discharged patient in eCube Clinicals Census for this facility confirm all the information provided.

6. Follow the escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

**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-Help Desk-Clinical Java Review - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1