eCC - Data in eCube®Financials not crossing to eCube® Clinicals

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eCC -Data in eCube® Financials not crossing to eCube® Clinicals

Purpose: Follow this procedure when a user reports an issue with Phone/Address/Name/patient Demographics and other any Data in eCube® Financials not crossing to eCube® Clinicals.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient MRNPatient NamePatient Clinic Number (This may or may not match the contact clinic number)Encounter Numbers if applicableDate of Encounters if applicable.Specific/actual Information that is not transferring. Screen shots of any errors.

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. What information was updated in eCube®Financials not crossing to eCube® Clinicals?

If user says address was changed in eCF, list the correct address that should be in eCFIf user says they updated phone numbers, list the correct phone numbers, etc. that should be in eCF.

5. Ask the user if they checked the box next to "Continuation Visits" BEFORE they selected "Find Patient" to bring up the most recent encounter in eCF? The most recent encounter is what needs to be revised. If the user does not check the box for "Continuation Visits" they will be revising the patient's first visit and not the most recent and will not cross over to eCC.

6. Provide the customer with the remedy ticket number for their reference.

If the data crosses over follow the resolution process.If the data is still not crossing over to follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Financials

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

Refer to SME agent or Team Lead for review

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