# CTH - An assessment of the type is open for this patient and clinic visit

CareTeamHub – An assessment of the type is open for this patient and clinic visit. The Open assessment must be closed before a new assessment can be started.

Purpose: Follow this procedure when a user reports they are unable to start a new Assessment in CareTeamHub and are receiving an error that states An assessment of the type is open for this patient and clinic visit. The Open assessment must be closed before a new assessment can be started.

Required Information to be documented in each incident:

Contact NameContact NumberUser Role (SW, RD)Clinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the incident.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Have the user change the Range in the Assessment tab from "Last 30 days" to "Last 90 days" or "Last 365 days", this should reveal any In Progress Assessments that the user has failed to address.

5. If an In Progress Assessment is found, please instruct user that the status of the assessment must be updated, (Completed, Erroneous) before a new assessment can be started.

6. Follow the resolution process.

7. If an In Progress Assessments is not found, follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-CareTeamHub-L2

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