

CTH - Unable to Edit Assessment or Notes

Article ID: KB0020606

Created: 2023-05-26 02:05:26

Updated: 2023-05-26 02:06:14

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/984af2591b8be150cfb6a756624bcb9d',

'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub - Unable to Edit Assessment or Notes

Purpose: Follow this procedure when a user reports that they are unable to edit Assessments or Notes in CareTeamHub. User can only edit assessment or note if they have access to the Clinic it was completed for in CareTeamHub.

Required Information to be documented in each Incident:

Contact Name/NumberClinic NumberPatient Name/MRNDetailed Description of the issueName of Assessment/NoteDate of Assessment/NoteAssessment/Note ID (this is obtained from the url when viewing assessment/note in CTH)Clinic# Assessment is completed for (this may be different to patient's current clinic)Screenshot of list of assessments, highlighting the assessment/note, see screenshot in #5.Screenshot of any error messages received.

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. Open the assessment/note to view which clinic it was completed. This note was charted for Clinic 1925, the user needs access to Clinic 1925 in CTH to edit it.
5. If user requests access to the clinic, follow the escalation process.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM-L1

6. Only the most recent assessment/note of the same type can be edited. Even if this most recent assessment is marked as erroneous, the previous assessment cannot be edited. If user needs to address an error made in a previous assessment/note, comments should be entered in the new assessment noting the previous error.

7. If user has access and cannot edit the most recent assessment / note, obtain the Assessment/note ID, Check the URL of the page. Follow escalation process.

Assign the Incident to the Following Group

DTI-ADEX-CareTeamHub – L2

8. Follow the resolution 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.

Published By: DTI-DCOE-CareTeamHub - L3