

CTH - Transportation Assessment Not Crossing to eCube Clinicals

Article ID: KB0017699

Created: 2025-03-11 20:16:44

Updated: 2025-03-12 00:44:49

Author: {'link':

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CareTeamHub - Transportation Assessment

Purpose: Follow this procedure when a user reports that the Transportation Assessment completed in CareTeamHub is not crossing/updating to eCube Clinicals or completed in eCC but not crossing/updating in CareTeamHub.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Patient Name
- Patient MRN
- Clinic Prod

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 there are different two Transportation Assessments. These are system independent and will NOT transfer between CareTeamHub and eCube Clinicals. This was implemented on 03/10/2021, and can be reviewed at <https://fmc4me.fmcna.com/content/uploads/sites/58/2021/03/Transportation-Assessment-CTH-Memo-03.10.21.pdf>
5. 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

Published By: DTI-ADEX-CareTeamHub L-2