

ePOC - Unable to reopen or edit a Closed Problem

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ePOC - Unable to reopen or edit a Closed Problem

Purpose: Follow this procedure when a user reports issue with Unable to reopen or edit a Closed Problem in electronic Plan of Care.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed Description of the issue.Screen shot of the Error

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 once a Problem has been closed, it cannot be reopened and can no longer be edited.
5. Due to compliance reasons the IT support teams are not allowed to reopen/modify/delete/alter these problem records.
6. For further questions on this, direct user to their CTEMs.

<https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/>

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7. If user has contacted their CTEMs and further escalation is required, follow escalation process, note in ticket that user has contacted their CTEMs.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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

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