

CTH - RD Nutrition Progress Note Assessment Missing in eCube Clinicals

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Registered Dietician Nutrition Progress Note Assessment Missing in eCube Clinicals

Purpose: Follow this procedure when a user reports that the Registered Dietician Nutrition Progress Note Assessment is missing from the list of assessments in eCube Clinicals.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number

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. RD Nutrition Progress Note Assessment has been REMOVED from the list of assessments in eCube Clinical.
5. RD's are now to chart/edit all Progress Note Assessments in CareTeamHub. Note: Users can still view previously completed assessments in eCube Clinicals.
6. Follow 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

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