

eCC - Unable to enter order getting Hep-B Error

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eCC - Unable to enter order getting Hep-B Error

Purpose: Follow this procedure when user Unable to enter order getting Hep-B Error. Dialysis order cannot be placed until the Hep-B Results assessment is reviewed and verified by 2 licensed clinicians.

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. In eCube Clinicals select Charting
5. Select Manual Result
6. Type Hep b in Finding text box
7. Click Go, select the the down arrow and scroll down to find correct lab title and click on name.
8. Service Requestor – Displays clinician's name automatically.
9. Service Provider – Enter LL for local lab > Click Go and from the dropdown click LL.
10. Observation – Current date automatically displays. If Observation date is different, select the date using the calendar.
11. Observation – Current date automatically displays. If Observation date is different, select the date using the calendar.
12. Value – Enter the hep B lab results. Ensure the spelling is correct and follow the directions outlined below:

Hep B Surface Ag (HBsAg): Enter positive or negativeHep B Surface Ab (Anti-HBs): Numeric or < (and any number), > (and any number). DO NOT INCLUDE SPACES. NOTE: A space between the >, < and the number will status the patient as susceptible.Anti-HBS core Total (Anti-HBc): Enter positive or negative
13. Status – Select only Final Result or Corrected Result.

14. Deviation – Select appropriate designation from the dropdown box – Normal, Abnormal or Critical based on the lab result.

15. Follow the resolution process.

16. If there is still an issue follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals.

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

ServiceeCube Clinicals

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-CACOE-eCube Clinicals Workflow - L3

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