

eCF - Patient Admit Date Change

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eCube® Financials - Patient Admit Date Change

Purpose: Follow this procedure when a user reports an issue with Admit Date Change in eCube® Financials. Admit Dates can only be changed by the Clinic if the First Encounter is still scheduled in eCube® Financials.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient MRN Patient Name Patient Clinic Number
(This may or may not match the contact clinic number) Admit Date showing in eCube® Clinicals. Correct
Admit Date ECD ID/ Patient account ID Screen shots of any errors.

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. Locate the First Encounter for the patient in eCube® Financials. If you receive "Search has too many results" error, use the Additional Search Options to narrow down encounters to the date when patient started.
5. When the First Encounter is Scheduled and NOT attended. Advise the user to revise the Date of the Scheduled Encounter, this should update the Admit Date in eCube® Clinicals. Please provide the customer with the ticket number for their reference and follow the resolution process.
6. When the First Encounter WAS attended and there were no charges. Follow the escalation process.
7. When the First Encounter WAS attended and HAS charges. If the very first encounter shows status as attended and has charges in it, i.e (the patient has completed some intervention or treatment in eCube Clinicals and charges were created for those orders). We cannot cancel the encounters with charges.

ie: If user wants to change the admit date from 8/16/2022 to 8/17/2022, there cannot be any charges / interventions completed for date 8/16/2022.

ie: If user wants to change the admit date from 8/16/2022 to 8/17/2022, there should not be any charges / interventions completed for date 8/16/2022. eCube Clinicals - > Charting - > Intervention - > mark as "Not complete" for required date (8/16/2022) post changes

Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

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-ADEX-ENT-SOP-RCM eCF - L2

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