eCC - Removing a Manually Entered Lab Entry

eCC - Removing a Manually Entered Lab Value

Purpose: Follow this procedure when a user report that need to remove a manually entered lab value in eCube Clinicals. This is only for MANUALLY entered lab values. These are lab values entered using Charting > Manual Results in eCC. Lab results entered by Spectra Laboratories cannot be removed using this method.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberClinic ProdPatient Name/MRNDate of Lab ResultsName of Lab concernedDetailed Description of the issue.Screenshot of the Labs resultsScreenshot of 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 lab value in question in eCC, under Patient Records > Laboratory – All

5. Click on the lab value that needs to be removed

6. Go to the Edit Tab, change the Status to Erroneous and request user to enter a reason for marking the entry as erroneous and then click Save.

7. This should remove the manually entered lab value.

8. If user does not have access to make edits to lab entries refer user to IAM teams for access review.

9. If any error message present during process document all details and follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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-Clinical Systems Support

Published By: DTI-EUX-Help Desk App Support