

eCC - Missing Spectra Results

Article ID: KB0011716

Created: 2025-01-24 18:36:00

Updated: 2025-01-24 19:11:41

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/da0634491b476d10e4f7eb10604bcb55',

'value': 'da0634491b476d10e4f7eb10604bcb55'}

eCube® Clinicals - Missing Spectra Results

Purpose: Follow this procedure when a user reports issue with eCube Clinicals Missing Spectra Results. There is a process in place where Spectra will verify, they have been sent (if they did) and they will then contact eCube Clinicals Level 2 Support team for further research.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNLab Draw

DateDetailed 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. Please attach any referenced knowledge articles to the incident. Ask the user if they contacted Spectra Support.

If YES, Ask the user: For their Spectra Ticket number and document it in the ticket. Follow the escalation process. If NO provide the user, the ticket number for their reference and the appropriate Spectra Support number.

Spectra Support East - 800.522.4662 Spectra Support West - 877-334-0021

5. Follow the resolution 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

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-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support