

KDQOL and PHQ Application – Patient Missing From Census

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KDQOL and PHQ Application – Patient Missing From Census

Purpose: Follow this procedure when a user reports issue Patient Missing from census in KDQOL and PHQ Application. KDQOL only lists Active, Permanent and ESRD patients.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Detailed 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 review/confirm the following:

Patient's Placement Type is Permanent. Patient is ESRD Patient FMS Discharge Assessment has been completed for the visit, this would prevent the patient from appearing on the census.

An open visit can still have a completed FMS Discharge Assessment. Ensure that a FMS Discharge has not been entered for the visit in question.

5. If clinic recently updated patient record in eCube Clinicals, please allow 24 hours for KDQOL to update.
6. If the issue is still present, follow the escalation process.
7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KDQOL

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

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