CTH - Discharged Patient in CareTeamHub

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Purpose: Follow this procedure when a user reports that a discharged patient(s) is listed in CareTeamHub (CTH).

Note: Patient may present in Patient List (census) or Case List. Please determine appropriate issue and follow correct process.

Required Information to be documented in each incident:

· Contact Name

· Contact Number

· Clinic / Facility

· Patient Name/MRN

· Detailed Description of the issue.

· Screenshot showing where patient is listed.

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. Discharged patients should have the FMS Discharge Assessment completed in eCube Clinicals for the patient's Clinic. Check ALL visits for the Clinic in eCube Clinicals.

· If the Discharge assessment is missing, a Discharge Assessment needs to be completed

· If patient never attended treatment under that visit, the Visit Cancellation process would have to be followed.

5. If the discharged patient is listed under Patient List, follow escalation process.

6. If the discharged patient is listed under Case List but NOT under the Patient List, the Task/Cases can be closed by the user. Tasks/Cases were most likely created when patient was Active and can be closed on discharge. No further escalation is required on this.

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· CareTeamHub

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

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