

Patient Safety Data Entry (Adverse Events) – Removing an Event

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Patient Safety Data Entry (Adverse Events) – Removing an Event

Purpose: Follow this procedure when a user needs to remove an event from Patient Safety Data Entry (Adverse Events).

Required Information to be documented in each ticket:

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. Advise the user Events can ONLY be Invalidated. Due to compliance issues elements of patient records once entered, cannot be deleted by Staff or Support teams.
5. User can select the edit button to update the event from Incomplete/Complete/Closed to Invalidated.
6. If user does not have access to make changes, refer user and ticket to security team for access review.

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7. For training questions, direct user to their Clinical Technology Education Managers

FMC4ME

TRAINING & EDUCATION

DEPARTMENTS

CLINICAL TECHNOLOGY EDUCATION

TEAM CONTACTS

8. If user requests further assistance follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Adverse Events

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

Clinical Services Initiatives

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