

# ePOC - Physician's name not displaying in meeting dropdown

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'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/9be744e487b2a11065678a8acebb353a', 'value': '9be744e487b2a11065678a8acebb353a'}

ePOC - Physician's Name Not Displaying in Meeting Dropdown

**Purpose:** Follow this procedure when a user reports issue with Physician's name not displaying in meeting dropdown in ePOC for a scheduled meeting.

**Required Information to be documented in each incident:**

Contact Name Contact Number Clinic / Facility Number Physician Name NPID 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. Follow escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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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