

TAC – Missing Events in Appointments Related to an Intervention

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TAC – Missing Events in Appointments Related to an Intervention

Purpose: Follow this procedure when a user reports Missing Events in Appointments Related to an Intervention in TAC. In order for an Appointment to be created using "Related to an Event/Intervention", the patient must first have an Event documented, which has Referral to Surgeon/Access Center or Refer to Surgeon as one of the selected Interventions.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Date of Service Detail Description of the issue.

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. Confirm that an event has been entered under the Events tab and insure it has either Refer to Surgeon or Referral to Surgeon/Access Center intervention selected.

If the event is showing and there isn't an appropriate intervention, an intervention can be added. If there is not an event showing, then one can be added with the appropriate intervention selected.

5. Refer the staff to TAC FAQs on FMC4ME under Creating/completing Appointments section for instructions from Clinical Services.

TAC FAQs on FMC4ME

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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

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