

DocMgr - Content Issues

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/925d77d08732a11065678a8acebb350e', 'value': '925d77d08732a11065678a8acebb350e'}

eCube® Clinicals DocMgr Content Issues

Purpose: Follow this procedure when a user reports that when eCC DocMgr scanned document is not found in eCC or DocMgr. This is for InCenter and Home Clinics only.

Required Information to be documented in each ticket:

User Account Information

SSO/portal logineCC login

Application Used (this script is only for DocMgr)

DocMgr

Details of the reported issue

Wrong patient/clinicWrong document typeBad document (bad scan, duplicate, etc.)Wrong service/creation date

Steps to reproduce errorScreenshot of any error/issueAdditional required informationDH number (highlighted) of the issue document

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. Types of issues that can cause the patient not to show during a search.

Wrong patient/clinicWrong document typeBad document (bad scan, duplicate, etc.)Wrong service/creation dateDH number of the issue document

5. Information to be updated

Correct Patient MRNCorrect Patient's currently admitted clinic numberCorrect document typeCorrect service/creation date

6. Follow the escalation process.

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-ADEX-DigitalPortals-SOP OnBase – L2

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