

eCC - Unable to Place Orders, This Service Require 1 Target Co-Singer 0 Value

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eCC – Unable to Place Orders, This Service Requires 1 Target Co-Signers, 0 Valued

Purpose: Follow this procedure when a user reports that they are unable to enter in orders in eCC and are receiving the error This Service Requires 1 Target Co-Signers, 0 Valued. This error is generally an indication of the Physician having incorrect credentials for eCube Clinicals.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdPhysician Details, Full name and NPIs of both Attending and OrderingDetailed 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 (Tickets will be returned if this is missing).
3. Please attach any referenced knowledge articles to the incident.
4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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 Java Review – L1

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