

CRV - Components Displaying Failed Status

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Clinical Record View Report (CRV) - Components Displaying Failed Status

Purpose: Follow this procedure when a user reports issue with Clinical Record View Report Components displaying a Failed component status.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNReporting Clinic
IDReport Date RangeClinical Record View placed in ticket summary.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. Screenshots to include the component with the Failed status i.e., Key Patient Information, Orders, Chairsides Treatments, eCC Assessments, etc. The report can be expanded to display information.
5. Click on the patient's name to view the report details for each component.
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinical Record View

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-Help Desk-Clinical Java Review - L1

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