

# CNU Worklist – Issue NotCovered by Other Script

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**Author:** {'link':

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**Category:** {'link':

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Care Navigation Unit (CNU) Worklist or PANELS – Issue Not Covered by Other Script

Purpose: Follow this procedure when a user reports issue with Care Navigation Unit (CNU) Worklist or PANELS – Issue Not Covered by Other Script.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate Of BirthDetailed 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 the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Care Navigation Unit

Escalation Process

Please review/update Classification Tabs and provide customer with remedy ticket number for their reference prior to escalating.

Assign Ticket to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

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