ePOC - Request to Remove Advanced Practice Provider from Team Meeting Team Signature

ePOC - Request to Remove Advanced Practice Provider (previously known as Physician Extender) from Team Meeting / Team Signature

Purpose: Follow this procedure when a user reports that they need an Advanced Practice Provider (previously known as Physician Extender) removed from POC Team Signature or Team Meeting screen. This typically occurs when POC Meeting is completed, and an Advanced Practice Provider is erroneous entered as Attended resulting in a signature being required for an Advanced Practice Provider.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of POC involvedDetailed Description of the issue.Screenshots of POC Meeting in question

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Confirm the meeting in question has the Advanced Practice Provider (previously known as Physician Extender) as Attended or Not. This is done by selecting the green pencil icon and then select View Related POC and scrolling to the end.

If it says, "Attended in Person" or "Attended Remotely", then the Advanced Practice Provider has to sign the team meeting.

5. If a Physician Extender was entered in error and the meeting has been completed, Recent updates prevent IT support from the ability to update/edit the meeting due to Compliance reasons.

Advise the user in order to correct the discrepancy the meeting will have to be marked erroneous and a new meeting completed with the correct information and signed off by the IDT.Since only the most recent Completed POC meeting can be edited (using green pencil icon) and marked as erroneous. If the meeting in question is NOT the most recent meeting, they have to mark all prior meetings as erroneous first in order to do so. All removed meetings will then have to be completed with correct information and signed off by the IDT to restore the record accurately.

6. For further questions on this, direct user to their CTEMs.

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TEAM CONTACTS

7. For further questions on Compliance reasons, please have user contact Clinical Services at clinicalservices@fmc-na.com or 877-567-6397

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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

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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