

# TAC - Alerts and Printouts for Old Appointments

**Article ID:** KB0011900

**Created:** 2023-05-11 15:06:07

**Updated:** 2023-05-11 15:09:52

**Author:** {'link':

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## TAC - Alerts and Printouts for Old Appointments

**Purpose:** Follow this procedure when a user reports that they are receiving alerts and printouts in Chairside for old appointments entered in TAC (Total Access Care). Alerts and printouts are received if CHAIRSIDE® if the appointments do not have the outcomes entered in TAC.

**Required Information to be documented in each incident:**

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Date of Appointment  
in Alert Detailed Description of the issue Screen shot of the Error

**Troubleshooting Process:**

1. Confirm with user that the issue matches the issue reported.

Screenshot of Alert in Chairside

Printout received by Clinic.

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

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

4. Confirm an outcome has been entered in TAC under Appointments for date of alert.

5. If outcome WAS entered and clinic is still receiving the alerts.

Document the date/time the outcome was entered. Follow escalation process.

6. If outcome was NOT been entered.

Advise user the outcome needs to be entered. Follow the resolution process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1