ePOC - Red Circle Stop Sign Unable to Edit Meeting Information

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Purpose: Follow this procedure when a user reports issue with ePOC (Electronic Plan of Care) are unable to Edit Meeting Status or Enter/Modify Problems in ePOC due to a 'do not' sign or 'circle-backslash symbol'. Due to compliance issues, only the most recent meeting can be edited.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. Advise the user this is generally an access issue and the user not being setup for ePOC at the clinic. Refer the incident to the Security team for access review include the specific clinics involved.

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5. If the user's access has been verified by the security teams and the user is still unable to edit statues in POC, follow escalation process

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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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