ePOC – Recover Meeting Marked Erroneous

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Purpose: Follow this procedure when a user reports they need to recover Plan of Care meeting marked as erroneous/deleted restored/recovered.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.ePOC Screen shot meeting

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. If the user is not a Clinical Technology Education Manager (CTEM) or hasn't contacted the CTEM. Refer the user to the CTEM for assistance. Restoring a meeting that has been marked as erroneous/deleted is a Compliance issue and can only be done if the request is made by a Clinical Technology Education Manager (CTEM).
https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/

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5. If the user is not a CTEM or hasn't contacted the CTEM

The user can complete a new meeting and document what was marked as erroneous.

OR

The user will need to obtain a written request from the CTEM asking the meeting to be restored.

6. Follow the resolution process.

7. If the user is a CTEM, document this in the ticket, gather required details and follow escalation process.

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

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