

eCC- unable to get print Lab Labels

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Author: {'link':

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Category: {'link':

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eCube® Clinicals - unable to get / print Lab Labels.

Purpose: Follow this procedure when a user reports issue with eCube® Clinicals unable to get / print Lab Labels.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic Prod (PROD A, PROD B, PROD C, etc.)Lab test for requested LabelDraw DateDetailed 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

eCube Clinicals

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-Clinical Systems Support

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