

ePOC Dashboard – Patient Showing as Overdue or Null in error

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ePOC – Patient Showing as Overdue or Null in error

Purpose: Follow this procedure when a user reports that patients are incorrectly showing as Overdue and/or Null for Completed date when meetings are completed in the ePOC application.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Screen shot of the ePOC Dashboard Details of the issue

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 patient showing as Null for a Completed date, gather required info and follow escalation process, include all patient name and MRN. You can use the download function to export patients name/mrn as an excel document (see screenshot below).
5. If the patient has incorrect data or Status, please document the correct date / status provided by the user. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC Dashboard.

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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