Chairside – you don't have appropriate privileges assigned to sign off the screen

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Purpose:

Follow this procedure when a user report chairside issue, getting error as you don't have appropriate privileges assigned to sign off the screen

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Check with user and confirm Job role in Workday,

If it is updated correctly, then follow next step.

If not, then user need to contact Employee Service Center (855-362-6247).

5.

Check Job role and Job code in eAccess OOB,

(User should have eCube Clinicals access in eAccess OOB, else advice user to have manager raise eAccess request)

If it is updated correctly, then check in UIDMS, if it is reflecting same, follow next step

If Job role and job code is not same in UIDMS, then click on Refresh from eAccess in UIDMS (which will update the user's data as per eAccess OOB in UIDMS). If nothing will update, check with available SMEs/leads.

If it is not correct in OOB, check with available SMEs/leads.

Note: Whenever, we help user in raising any eAccess request, always tell user-

The eAccess request generated, goes to your manager for approval. Your manager will receive an email from eaccess.admin@fmc-na.com, please contact your manager and request to approve it. Once, request will be approved, it will go to Provisioning team where the request will take few hours to get provisioned. In case, after manager approval, you need to expedite your request, please feel free to connect with us on call and we'll escalate it with the help of supervisor.

6.

Check groups and clinics in UIDMS,

User should have these necessary groups under Group Memberships: BOE 99 – Clinicians, eCube Clinical Reports, eCube Clinicals, eCube Clinicals Admin Group, Employees, Web Reports (refresh these groups if Start Date shows blank).Make sure clinic(s) is added and user has TSS groups under Group Memberships as per job role.

Portal/Security Job Family

Role

Group Memberships

DCHGN – FMS Charge Nurse

and

DCLMGR – FMS Clinical Manager

RN

TSS BASIC

TSS BLOOD

TSS MEDICATION

TSS DOWNTIME

TSS DDE

TSS SELECT HD ORDER

DLPNIC – FMS LPN/LVN

LPN

TSS BASIC

TSS BLOOD

TSS DDE

TSS MEDICATION

TSS SELECT HD ORDER

DPCTIN – FMS PCT

PCT

TSS BASIC

TSS DDE

DDIET – FMS Registered Dieticians

RD

TSS ANCILLARY

TSS DDE

DRNIC – FMS RN

RN

TSS BASIC

TSS BLOOD

TSS MEDICATION

TSS DOWNTIME

TSS DDE

TSS SELECT HD ORDER

DSOWKR – FMS Social Worker

SW

TSS ANCILLARY

TSS DDE

Also, add TAC Full access group for RN and TAC PCT access group for PCT under Group Memberships in UIDMS.

7.

After checking in Workday, OOB and UIDMS, check user's account in Prod

Account should be active and clinic(s) must be listed.Staff Type and Title should be updated correctly as per user's job role under Modify window.

Staff Type

Job Role

Medical

Physicians and Medical Directors only

Nursing

RN, LPN, PA, NP

Others

Corporate Staff, Clerical, Billing Staff, PAS

Support

RD, MSW, PCT, Biomed Tech

Further in Security tool, check Preference Group and Sign Level under User properties window, it should be updated as well, as per user's job role.

Preference group

Job role

Clinic Staff

RNs, LPNs, Clinic Managers

Medical Director

Only the Medical Directors can have this (Provider DB will show who is MD)

Non-Clinical Staff

Corporate Users who have 2800 access (all clinics)

NP wo co signature

NPs who do not require a Physician to sign off for orders (varies state to state)

Nutrition Services

Dietitians only

PA wo co signature

PA who do not require a Physician to sign off for Rx (varies state to state)

Patient Care Techs

PCTs and CCHT

Physician

All Physicians get this group unless they are a Medical Director at one of the clinics

Physician Extenders

All Pas and NPs who require a Physician to sign off their orders

Physician Group Staff

PG Staff, non-employees that do research/billing for the Physician Practice Groups

Social Services

MSW, Social Workers

Sign Level

Job role

Sign level 3

LPNs and RDs

Sign level 4

RN, CM, PA, NP

Sign level 6

Medical Directors, NP wo cosignature and PA wo cosignature

EVERYONE else leave the box EMPTY

Also, clinic(s) should be listed under Usergroups Tab with correct role.In case, we are updating any data in Prod, then reset the Staff browser/refresh prod and provide TAT to user which will be 24 hours.

8.

If issue still persists even after following above steps, then follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service (Chairside)

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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