

eCC - Discharged or Deceased Patients on Absence and Hospitalization Report

Article ID: KB0011712

Created: 2025-03-11 21:00:36

Updated: 2025-03-12 00:36:43

Author: {'link':

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eCube Clinicals® - Discharged or Deceased Patients on Absence and Hospitalization Report

Purpose: Follow this procedure when a user reports issue with Discharged or Deceased Patients on Absence and Hospitalization Report.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. Have user login to eCube Clinicals and search for patient. Checking the Outpatient box in the visit type will make the chart editable. (make sure that the Active Visit only is unchecked).
5. Select patient, then select patient record.
6. Once in Patient Record, change the dropdown screen to Assessments.
7. Change date range to start date of absence/hospitalization displayed on the report and select OK.
8. If assessment is in progress then user must complete the assessment and patient will be removed from the report. Follow the resolution process.
9. If the issue is still not resolved follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support