

eQUIP – Patient was not at the clinic during the month and should be excluded from metric

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eQUIP – Patient should be excluded from the Footcheck metric

Purpose: Follow this procedure when a user reports issue with eQUIP Patient should be excluded from the Footcheck metric. Patients are automatically excluded from Metric if they do not have at least one completed treatment in the month. Data for prior months cannot be updated.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. In eCube Clinicals, look up the Patient for the following

Completed treatments at the clinic during the reporting period. If patient had at least one completed treatment, the patient is considered eligible for metric and then requires a completed footcheck order and assessment. Data for prior months cannot be updated.Patient Absence and Hospitalization Assessments during the reporting period showing Hospitalization as the reason for the Absence. Hospitalization is the ONLY absence that excludes that patient from the metric.

5. Follow the resolution process.
6. If the issue is still present follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Data & Analytics

Service

eQUIP

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

Data & Analytics

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-ADEX-APPEX-Support L3

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