

# CTH - Error Assessments cannot be charted until patient's Chief Complaint is assigned

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CareTeamHub - Error! Assessments cannot be charted until patient's Chief Complaint is Assigned

Purpose: Follow this procedure when a user reports they are unable to start a new Assessment in CareTeamHub and are receiving an error that states ! Assessments cannot be charted until patient's Chief Complaint is Assigned.

Required Information to be documented in each incident:

Contact Name Contact Number User Role (SW, RD) Clinic / Facility Number Patient Name Patient MRN Detailed 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 in eCube Clinicals if the Chief Complaint Assessment has been charted for the Visit in question.  
If NOT charted, advise user to reach out to their CM or RN to ensure that the assessment is charted for the specific visit. If the assessment IS charted but user is still seeing the error, follow escalation process.
5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-DCOE-Care Team Hub - L2

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