

New Leaf - No Order Responses Received from iHUB

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Category: {'link':

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New Leaf - No Order Responses Received from iHUB

Purpose: Follow this procedure when a user reports issue with New Leaf – No Order Responses Received from iHUB.

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. Is this for the Florida or Tennessee system?
5. What is the Rx Order Number?
6. What is the status of the order?
7. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

New Leaf

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

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