

Clinic Audit Checklist –No data found or Missing Audits

Article ID: KB0012863

Created: 2023-05-09 18:57:27

Updated: 2023-05-09 18:58:35

Author: {'link':

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Clinic Audit Checklist – no data found or Missing Audits

Purpose: Follow this procedure when user reports receiving no data found accessing the Clinic Audit Checklist or audits are missing.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient Modality (IHD, HHD, PD)Patient NamePatient MRNSpecific Audit detailsDetailed 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. Document the specific audit details missing including patient modality.
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals Reporting

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

Clinical Services Initiatives

Published By: Clinical Services Initiatives