

eCC – Emergency Telehealth Email Not Updating in eCube Clinicals

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eCC – Emergency Telehealth Email Not Updating in eCube Clinicals

Purpose: Follow this procedure when a user reports issue with the Emergency Telehealth Email for patient not updating in eCC or eCC Reports. Note: Emergency Telehealth email for patient is updated in CareTeamHub and not in eCube Financials.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Patient Name/MRN
- Emergency Email:
- Detailed Description of the issue.
- Relevant Screenshots of CTH and eCC

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. If a user has access to the clinic in CareTeamHub, they can update it under patient Demographics.
5. If user has access to the clinic in CareTeamHub but is unable to edit/enter the email, follow the escalation process and refer to the following support team.
 - DTI-ADEX-Care Team Hub – L2
6. If the user does not have access to the clinic in CareTeamHub, they will have to request someone who has the access to make the updates. CareTeamHub access is restricted to certain roles, generally at Clinic level, this would be RN, RD, SW.
7. If emergency telehealth email has been updated in CareTeamHub but is not updated in eCube Clinicals, follow escalation 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-CACOE-ECC Core Services L3

Published By: DTI-ADEX-Care Team Hub – L2