

eCC – ePHIE – All Data Issues including Document Viewing or Saving Data

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Author: {'link':

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eCC – ePHIE – All Data Issues including Document Viewing or Saving Data

Purpose: Follow this procedure when a user reports an issue with data presented in eCC - ePHIE. This includes all data issues such as data not loading, data missing or incorrect and unable to view or save documents.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

OR

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. Ask the user to walk you through the steps taken leading up to the error. Document this information and attach a screen shot of the Alert.

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4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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-ADEX-Clinical Applications Support - L2

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