ePOC – Unable to Print Meeting

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Purpose: Follow this procedure when a user reports issue with ePOC – View Related POC is not generating a printout for a Meeting. The View Related POC printout only generates for a Meeting, when there are Problems modified (added/closed/updated) between the last completed Meeting and the Meeting in question. New Patients will generate a printout if problems were added prior to the Meeting being marked as complete.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue and steps to troubleshoot.Screen shot of the Error and issue.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. This issue usually occurs if users fail to enter in the required fields.

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

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

4. Confirm any added / modified any problems or goals on or before the team meeting date. Check the Plan of Care tab, by expanding problems or hovering over the person icon to see when the problems were last modified. New Patients with only one completed Meeting the problem will have to be added prior to the meeting being marked as Complete.

5. If there are no Problems modified advise the user the printout only generates when there are modifications. Follow the resolution process.

6. If there are modification and the user is still unable to print, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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

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