

# DVD - Errors Not Clearing after scanning treatment sheet to DocMgr or DI

**Article ID:** KB0011689

**Created:** 2025-01-24 18:15:15

**Updated:** 2025-01-24 19:30:09

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'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

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DVD - Errors Not Clearing not clearing after scanning to DocMgr or DI

Purpose: Follow this procedure when a user reports issue with DVD - Daily Validation Dashboard Errors Not Clearing after scanning to DI. User must allow 24 hours for document to enter system and clear errors. Validation errors are only cleared by the scanned Incenter Treatment Sheet.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNError DateDocument dateDate of service (Doc Mgr)Screen shot of the Daily Validation DashboardScreen shot of the Incenter Treatment sheet scanned into Doc Mgr.Detailed Description of the issue.

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. Filter DVD with Month and Year, see if the validation error is present. Document the Clinic, MRN, and Date of Error shown.
5. Confirm when the document was scanned into DocMgr. It can take 24 hours for documents to appear in DocMgr.

If it has not been 24 hours, advise user to allow 24 hours. Follow the resolution process.If the user is unable to find a patient refer to Unable to Find Patient in DI.

6. In DocMgr, check the clinic and Service Date on the document for the following:

Format for Clinic information should be Clinic Number - Clinic Name ie: 1373 – Southwest Houston.

If the format is not correct, please follow the escalation process.

Assign the Incident to the Following Group

DTI-ADEX-DigitalPortals-SOP OnBase – L2

Use the Filter to ensure that only documents scanned under that Clinic will be displayed. The Clinic number and name will be displayed next to patient MRN. Treatment sheets have to be scanned under the correct Clinic and correct Service/Creation Date.

7. Confirm that the error is still showing on the dashboard A nightly skimming process catches missed entries this should clear any errors. If the error is still present:

If the document IS NOT in DocMgr. OR The clinic number and service date on the scanned document DOES NOT match the clinic and date of service on the dashboard.

Have the user scan the treatment sheet and ensure they use the correct Clinic, MRN, and treatment date (Date of Error on DVD). Advise the user to allow 24 hours for the document to appear in DVD. Follow the resolution process.

If the document IS in DocMgr and the clinic number and service date on the scanned document matches the clinic and date of service on the dashboard, and it has been over 24 hours since the document was scanned. Confirm all the required information and screenshots are in the ticket and escalate the ticket.

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals Reporting

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.

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