

# DocMgr – Removing Scanned Documents

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'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/925d77d08732a11065678a8acebb350e', 'value': '925d77d08732a11065678a8acebb350e'}

## Doc Mgr – Removing Scanned Documents

Purpose: Follow this procedure when a user reports scanned document needs to be removed. DocMgr. This is for Doc Mgr ONLY. For Document Imaging issues please see Document Imaging (DI) – Removal of Scanned Documents For removing Document Imaging files see Document Imaging (DI) – Removal of Scanned Document. Note: Documents cannot be transferred between patients. Specific pages cannot be removed, only entire document can be removed.

Required Information to be documented in each incident:

Contact NameContact NumberFacility NumberPatient NamePatient MRNApplication Used (this script is only for DocMgr)

DocMgr

DH number (highlighted) of the issue documentDocument DateService/Creation DateDetails of the reported issueScreenshot of any error/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 including details of what the user needs removed.

Correct Patient MRNCorrect Patient's currently admitted clinic numberCorrect document typeCorrect service/creation date

3. Please attach any referenced knowledge articles to the incident.
4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

DocMgr

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-DigitalPortals-SOP OnBase – L2

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