

# eCC - Unable to place a Heparin Order

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Title

Unable to place a Heparin Order

Purpose:

Follow this procedure when a user reports that in eCube Clinicals user is unable to place a Heparin order and gets an error message Patient has an active 'No Heparin' order, please discontinue before placing this order.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberMRNPatient NameDetailed Description of the issue.Screen shot of the Error

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.

Check that the patient should not have an active Heparin order

5.

Follow the resolution process.

6.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

e.g. eCube Clinicals Reporting, OnBase, etc

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-CACOE-eCube Clinicals Workflow - L3

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