

eCC – Cannot edit interventions over 365 days old

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eCC – Cannot edit interventions over 365 days old

Purpose: Follow this procedure when a user report they are not able to make edits to a patient intervention in eCube Clinicals.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberPatient Name/MRNClinic ProdDetailed Description of the issue.Screen shot:

Error messageInterventionOrder occurrenceClinical note

Order details:

Order nameDate of ServiceOccurrence Number

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. User will receive this error message in eCube Clinicals interventions if the order is over 365 days old: Actual time of charting is less than allowed backdate time. Orders cannot be changed by the clinic since they are older than 365 days.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Advise user to create a Clinical note stating which intervention, DOS, order occurrence, and Order name needs to be marked not complete.
5. Follow the resolution process.
6. If additional assistance is needed Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

Resolution Process

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

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

Refer to SME agent or Team Lead for review

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