

# OnBase – Alert The transfer cannot be completed if Receiving Clinic Encounter status is "ACTIVE"

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OnBase – Alert The transfer cannot be completed if Receiving Clinic Encounter status is “ACTIVE”

Purpose: Follow this procedure when a user reports they are unable to complete referral form Alert The transfer cannot be completed if Receiving Clinic Encounter status is “ACTIVE”

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient's Current Clinic NumberPatient Receiving Clinic NumberType of PlacementDetailed Description of the issue.Screen shot of the Error's

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. In eCube Clinicals ensure for ALL VISITS at Receiving Clinic, the FMS Discharge Assessment has been completed.

Note: Just because a visit is closed, does not mean the Discharge Assessment has been completed. Check to ensure that discharges for each visit is completed.If Discharge Assessment has NOT been entered, advise user to complete the assessment and then attempt to complete the Referral form again. This updates quickly.

5. In eCube Clinicals ensure there are no open visits for a different clinic with the same start date

If there Is an open visit, the user cannot complete the form for the same start date, as patient cannot have admitted at two clinics on the same date. Advise user to either change admit date or reach out to the clinics concerned for correct admit dates.

6. If the user is still unable to complete the referral form, follow escalation process.

Advise user to contact PAS (Patient Admission Services) to check a PAS has initiated a transfer on their end. If it has, the Referral form cannot be completed in OnBase and the transfer is not visible in OnBase for the Clinics.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

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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