# CTH - Completed Data in CTH Not Updating in eCube Clinicals

CareTeamHub – Completed Data in CTH Not Updating in eCube Clinicals

Purpose: Follow this procedure when a user reports assessments/notes completed in CareTeamHub are not updating in eCube Clinicals. Multiple patients can be submitted at a time, provided required information is included for each patient. If more than 3 patients involved, screenshots only required for a few samples.

Required Information to be documented in each incident:

Contact NameContact NumberUser Role Role: eg. SW, RD, RN etc.Clinic / Facility NumberPatient NamePatient MRNAssessment / Note ID (this is obtained from the url when viewing assessment/note in CTH)Type of Assessment / NoteCompletion Date of Assessment / NoteDetailed Description of the issue.Screenshot of the Completed Assessment/Note including urlScreenshot of status of Assessment/Note in eCC

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. Advise User to allow 5 minutes for data to flow to eCube Clinicals.

5. If it has been over 5 minutes, check the status of the assessment/note in CTH.

6. Confirm the status of the assessment/note in eCube Clinicals matches CareTeamHub. If there is mismatch gather required information, follow escalation process.

7. Document the Assessment ID along with other required information.

How to get Assessment ID: Check URL:

https://fmcna-healthcloud--uat1.lightning.force.com/lightning/r

/Assessment_Tracking__c/a2Y0t000001SXP3EAO/view?ws=%2Flightning%2Fr%2FAccount%

2F0010t00001IXWKqAAP%2Fview

8. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-Care Team Hub - L2

Published By:  DTI-ADEX-Care Team Hub – L2