KDQOL and PHQ Application – Remove Patient From Census

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Purpose: Follow this procedure when a user reports issue Removing Patient from census in KDQOL and PHQ Application. KDQOL only lists Active, Permanent and ESRD patients.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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 (Tickets will be returned if this is missing).

3. Please attach any referenced knowledge articles to the incident.

4. If patient Attended treatment and was discharged, check the following in eCube Clinicals for the Clinic in question:

ALL visits must have a completed FMS Discharge Assessment

A closed visit can still be missing a Completed FMS Discharge assessment.User can use the Admission/Discharge eCube Clinicals Report to determine if Discharges have been completed properly.

5. If patient was a Cancelled Admission, confirm in eCube Clinicals:

If Cancelled Visit is still present

If still present, follow script for Cancelled Patient – Remove From Census and Remove Visit from eCube Clinicals. Inform user that once the Cancelled Visit is removed, the patient will be removed from KDQOL as well.

6. If clinic recently updated patient record in eCube Clinicals, please allow 24 hours for KDQOL to update.

7. If patient is still listed in KDQOL census, follow escalation process.

8. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KDQOL

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-EUX-Clinical Systems Support

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