

CTH - RD Nutrition Progress Note Assessments Fluid Summary is Missing in eCC

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Author: {'link':

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CareTeamHub - RD Nutrition Progress Note Assessments: Fluid Summary is Missing in eCube Clinicals

Purpose: Follow this procedure when a user reports issue with CareTeamHub Registered Dietician Nutrition Progress Note Assessments. Assessments transferred to eCube Clinicals however the Fluid Summary data is Missing.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNAssessment ID
(optional)Detailed 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. Advise user this is by design the Fluid Summary is only viewable in CareTeamHub
5. Follow the resolution process. There is no escalation process for this issue.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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-CareTeamHub-L2

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