# ePOC – Edit Remove of Completed POC Meetings

ePOC – Editing or Removal of Completed POC Meetings

Purpose: Follow this procedure when a user reports they need to edit or remove a completed Plan of Care meeting from the ePOC (electronic Plan of Care) application. Due to Compliance, IT cannot edit or remove completed Plan of Care meetings.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Date of POC MeetingePOC Screen shot meeting

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. Once a meeting has been marked as Completed, its contents cannot be edited, this includes Physicians, Physician Extenders, Reason for Meeting, Stability, Interval Next Meeting, Co-Morbidity Review.

5. If a meeting was Completed with incorrect information, the POC Meeting Status can be updated from Completed to Erroneous. This will remove/delete the meeting and a new one with correct information will have to be completed. All involved members will have to re-sign this new corrected meeting. You can only edit, the most recently completed POC Meeting.

6. If it is NOT the most recent, advise the user any prior meetings will have to be marked erroneous. Then only will they be able to mark the concerned meeting as erroneous. Once this is done meetings will have to be re-documented and marked as complete to fully restore the record.

7. For training questions, please direct user to their Clinical Technology Education Manager at:

FMC4ME

TRAINING & EDUCATION

Departments

Clinical Technology Education

For Compliance questions, please have user contact Clinical Services at clinicalservices@fmc-na.com or 877-567-6397.

8. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase, etc.

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

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