OnBase for Admissions – Filter by clinic or patient

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OnBase for Admissions – Filter by clinic or patient

Purpose: Follow this process to troubleshoot OnBase for Admissions – Filter by clinic or patient.

Required Information to be documented in each ticket:

User contact informationContact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Issue

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. Users can filter the data in the Patient Admissions and Transfer tool by Final clinic or MRN. To access this tool double click on the “Clinic Filter” option on the left under Group Layouts. This will open a new tab within the Patient Admissions and Transfers tool where they can search by final clinic or MRN. If there are any issues with the tool or results returned, obtain a screenshot.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

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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