MedReview eRx - Error 1010

Article ID: KB0011837
Created: 2025-04-22 10:28:14
Updated: 2025-04-22 11:57:32
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f', 'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/c7d7d5b4477a6150c4bfdd3f136d430c', 'value': 'c7d7d5b4477a6150c4bfdd3f136d430c'}

MedReview eRx Error: 1010

Purpose: Follow this procedure when a user reports issue with error 1010 Please select Patient before Accessing this Page. Accessing MedReview Rx from eCube Clinicals Census list will cause this error.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. Ensure the user is accessing the patient chart in eCube Clinicals before viewing MedReview eRX.

5. Follow the resolution process.

6. If additional assistance is needed follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

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-Help Desk-Clinical Java Review - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1