

eCC - Physician Dashboard

Article ID: KB0011722

Created: 2023-05-26 00:08:23

Updated: 2023-05-26 00:09:46

Author: {'link':

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eCube Clinicals Physician Dashboard

Purpose: Follow this procedure when a user reports issue with Physician Dashboards (user must be a physician, physician assistant, nurse practitioner, or medical director to access the dashboards).

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Physician's Name NPIClinic Prod 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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Physician Dashboard

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-Physicians Direct Connect - L1

Published By: DTI-EUX-Physicians Direct Connect - L1