

# ePOC – Problems in the Add Problems screen are Greyed out

**Article ID:** KB0011774

**Created:** 2023-05-25 18:18:51

**Updated:** 2023-05-25 18:20:44

**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/9be744e487b2a11065678a8acebb353a', 'value': '9be744e487b2a11065678a8acebb353a'}

ePOC – Problems in the Add Problems screen are Greyed out

**Purpose:** Follow this procedure when a user reports issue with Plan of Care (POC) – Problems in the Add Problems screen are Greyed out.

**Required Information to be documented in each incident:**

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. On the Add Problems screen, the Problems are Greyed out and there is a Green Check next to it - This indicates the problem is already in accepted in ePOC and you cannot add it again.
5. On the Add Problems screen, the Problems are Greyed out and there is a “P” next to it - This indicates the problem is already listed under Potential Problems and are waiting to be accepted.
6. Advise the user to go to the Potential Problems section and accept the problems.
7. Follow the resolution process.
8. If the user is still unable to add Problems, follow escalation process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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