eCC - Patient's Hep-B results assessment needs to be reviewed and verified by two licensed clinician

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eCube® Clinicals - Patient's Hep-B results assessment needs to be reviewed and verified by two licensed clinicians in order to complete the transfer process.

Purpose: Follow this procedure when a user reports they have the error "Patient's Hep-B results assessment needs to be reviewed and verified by two licensed clinicians in order to complete the transfer process.

Required Information to be documented in each incident:

Clinic Contact (Nurse Name)Clinic Contact NumberClinic / Facility NumberPatient Medical Record NumberPatient Full NamePatient Contact #Patient ModalityLaptop / Tablet / Mobile Device make / model

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. The patient cannot be transferred using the Patient Transfer Application unless they have a completed eCC Hepatitis B Results Assessment.

Clinician must navigate to the Hepatitis B Results Assessment (Charting > Assessments > In Progress Assessments)Sign the assessment with 2 independent clinician signaturessave.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-Clinical Systems Support

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