

DVD - Errors Not Clearing Clinic Name ID Issue

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Author: {'link':

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DVD - Daily Validation Dashboard Errors Not Clearing – Invalid Clinic Name / ID Issue

Purpose: Follow this procedure when a user reports issue with DVD - Daily Validation Dashboard Errors Not Clearing.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Error Date Document date and the date of service from Doc Mgr Screen shot of the Daily Validation Dashboard Screen shot of the Doc Mgr document. Detailed Description 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. Filter DVD with Month and Year, see if the validation error is present. Document the Clinic, MRN, and Date of Error shown.
5. Confirm when the document was scanned into DocMgr. It can take up to 24 hours after the document is in DocMgr for the error to clear.
6. Check the clinic and Service Date and on the document in DocMgr this should match the clinic entered when the document is scanned and the Date of Service on the error.
7. Confirm that the error is still showing on the dashboard A nightly skimming process catches missed entries this should clear any errors. If the error is still present, have the user scan the treatment sheet and ensure they use the correct, Clinic, MRN, and Service Date (Date of Error on DVD).

If the clinic listed is invalid, ie: wrong number or name.

FMC-NA Assign the Incident to the Following Group

DTI-ADEX-DigitalPortals-SOP OnBase – L2

If clinic does not appear on the Lexmark. HD specialist will need to contact Sherri Cramer with document to scan. Follow the resolution process.

NOTE An additional ticket will need to be sent to Unix support to check on why the clinic will not pull up on the Lexmark. Refer the Unix support ticket to

DTI-EUX-HCL Desktop - L1

If the user is unable to select a specific clinic and they have scanned to this clinic successfully in the past. HD specialist will need to contact Sherri Cramer with document to scan.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Daily Validation Dashboard

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

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