eCF - Adding Changing Physicians in eCube® Financials

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Adding / Changing Physicians in eCube® Financials

Purpose: Follow this procedure when a user reports they have an issue Adding / Changing Physicians in eCube® Financials.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient MRNPatient NameCurrent Physician Information

NameNPIClinic Number

Updated Physician Information

NameNPIClinic Number

Detailed Description of the issueScreenshots of 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 user is updating the most recent encounter in eCube Financials.

If it IS NOT, the most recent encounter

advise the staff to update the most recent encounter. If this resolves the issue, follow the Resolution Process.

If it IS the most recent encounter, verify the following

Under the Revise Encounter Details Continuation Visit must be selected before selecting Find PatientEnsure Physician Role is listed as Attending.

5. If the user can update the physician in eCube Financials and the information does not transfer into eCube Clinicals.

Verify all required information is documented int the ticket.Follow the escalation process.

6. If the user finds the physician is not listed, or an error is displayed.

Lookup the Physician in the Provider Database and make sure the patient’s Clinic is listed under the Physicians Roles & Appointments.

If the Clinic is NOT listed ask the user if this transfer is due to a Disaster or Pandemic.

If the patient transfer IS NOT due to a Disaster or Pandemic advise staff to contact their RVP Assistant to ensure Clinic is added for the physician. Follow the Resolution Process.If the patient transfer IS due to a Disaster or Pandemic verify all required information. Follow the Escalation Process.

If the Clinic IS listed, verify all required information is documented in the ticket including screenshots. Follow the Escalation Process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF-eCube Financials

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

Refer to SME agent or Team Lead for review

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