

ePOC – Missing Assessment in CIA POC Progress Screen

Article ID: KB0011767

Created: 2023-05-25 16:10:41

Updated: 2023-05-25 16:11:10

Author: {'link':

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ePOC – Missing Assessment in CIA/POC Progress Screen

Purpose: Follow this procedure when a user reports issue with ePOC – Missing Assessment in CIA/POC Progress Screen. CIA/POC Progress screen will only list assessments completed on or after the most recent POC meeting or if patient is a new admission, assessments completed on or after the Admit date.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Detailed Description of the issue. ePOC Screen shot Screen shot of the Completed Assessment in eCC displaying the date of completion.

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. Check Patient admit date and the last completed electronic Plan of Care meeting.
5. CIA/POC Progress screen will only list assessments under the following conditions

Assessment Clinic must match the clinic reported for in ePOC. ePOC reports only display assessments for the designated clinic. Date of Completed Assessments must be on or after the most recent POC meeting. If patient is a new admission, assessments completed on or after the Admit date. Only assessment for the patient's current Chief Complaint status will be listed. If the patient has an updated Chief Complaint, there must be a corresponding assessment completed. Assessment MUST be in eCube Clinicals. If user states they completed / started the assessment in CareTeamHub, confirm assessment is present in eCube Clinicals.

If assessment in eCube Clinicals is missing or has incorrect status compared to CareTeamHub, please follow CTH - Completed Data in CTH Not Updating in eCube Clinicals

6. If assessment meets the criteria and is still not listed in the CIA/POC Progress screen in the POC, 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