

# ePOC – Unable to update edit Goals for a Problem

**Article ID:** KB0011777

**Created:** 2023-05-25 16:44:18

**Updated:** 2023-05-25 16:46:05

**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 – Unable to update/edit Goals for a Problem

Purpose: Follow this procedure when a user reports issue with ePOC – unable update/edit Goals for Problems in the Plan of Care application. This issue usually occurs if users fail to enter in the required fields. This script is ONLY if the user already has access to add Problems in POC. If user is unable to Add Problems, that would be an access issue, please follow ePOC – Add New Problem is Grey, cannot add new problems.

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. This issue usually occurs if users fail to enter in the required fields.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Confirm the Status field and Due Date have been entered. Advise the user these are mandatory when updating Goals.
5. Follow the resolution process.
6. If the user is still unable to save the Goal, Follow the 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