

## **eCC – Actual time of charting is not between the start charted date time of the previous and next oc**

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**Category:** {'link':

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eCC – Actual time of charting is not between the start/charted date/time of the previous and next occurrence

Purpose: Follow this procedure when a user report they are not able to make edits to a patient intervention in eCC.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic NumberPatient Name/MRNClinic ProdDetailed Description of the issue.Screen shot of the ErrorOrder details:

Order nameDate of Service

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Some of the occurrences cannot be charged as the actual time of charting is not between the start/charted date/time of the previous and next occurrence.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. This may occur if the dates of the interventions are not in order. Advise the user to change the date to the day the intervention was scheduled and save. Then Go back to that intervention and change the status.
5. Make sure that all the dates of the orders are put in order. If multiple dates are out of order, they need to be corrected. If too many DOS are affected, it is recommended to use status XXXXXXXX to correct the dates before changing the status to the proper status.
6. Steps to resolve issue if possible.

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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