DVD - Errors based on Order issue between eCC and CS

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Purpose: Follow this procedure when a user reports issue with DVD - errors presenting and are unable to resolve them. At the top left hand corner of the Validation dashboard, there are instructions available for the clinics on how to address the various types of errors.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNError DateDocument dateDetailed Description of the issue.Screen shot of the Error(s)

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

OR

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. There are two ways to confirm information documented in Chairside:

View the Treatment Sheet for date of service. These are found in the Treatment Sheet Archive.

Checking the Chairside Treatment Data in eCC

5. Documentation in Chairside MUST match eCube Clinicals a mismatch produces a validation error. Each type of order as well as the details, dosage etc. for example: Catheter Packing order is different to Catheter Declot order. A common issue is for two orders/medications completed (signed off) in Chairside and only one order completed in eCube Clinicals. where there is a mismatch between orders in CS and orders in eCC, check with the user on the following:

If Chairside was documented correctly, the matching orders must be completed in eCube Clinicals.If Chairside was documented incorrectly, and correct orders have been completed in eCube Clinicals, then the treatment sheet must be scanned into DI/DocMgr, noting the error, only then validation errors will clear. If the user states, they scanned in a Treatment Sheet to address the validation error and the errors did not clear please refer to DVD - Errors Not Clearing not clearing after scanning to DocMgr or DI.

6. Follow the resolution process.

7. If the process is followed and additional assistance is needed please follow the escalation process.

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

DTI-EUX-Help Desk-Clinical Java Review - L1