Data Central QRC: Creating Issues

Issues in Data Central

Issues are created, answered, and tracked within elluminate and are not pushed to any external systems, except for sending an optional email notification to the user the issue has been assigned to.

Access Create Issue Window

Issues can be created from panels, listings, record details view, and Graphical Patient Profiles (GPPs).

From the Subjects Panel:

1. Highlight a record and click the Create Issue icon in the panel toolbar, OR
2. Right-click on a record and select Create Issue.

From a Data Listing:

1. Check the box(es) at the left of each record, or right-click on a record.
2. Click the Create icon (+) in the panel toolbar.
3. Select Create Issue or Create Domain Issue.

From the Record Details view:

1. Create an issue on the full record or select a field.
2. Click Create (+) in the panel toolbar or right-click.
3. From the drop-down, select Create Issue or Create Domain Issue.

From the Queries Details view:

1. From the Queries listing, open a query record.
2. Click the Create Issue icon in the panel toolbar.

From a Graphical Patient Profile:

1. To create an issue on the entire profile, click the Create Issue icon in the panel toolbar.
2. To create an issue on a section of the profile, click the Create Issue icon at the right of the section.
3. To create an issue on a data point, double click a data point in the GPP. Follow the steps for creating an issue from the Record Details view.

Create an Issue

The Create Issue window opens with identifying pre-populated fields at the top. Required fields have a red asterisk.

1. Click the **Priority** drop-down and select the Priority.
2. Click User, Role, or User Group in **Assign To.**
3. Click the **User / Role / User Group** drop-down arrow and select appropriate user, role, or user group.
4. By default, the **Due By** date displayed is based on the configured default priority. Optionally, update by entering over the date displayed, or using the calendar icon.
5. Optionally, enter a **Visit ID**.
6. Enter the **Issue Text**.
7. Click in the **Send Notification to the User/Role/User Group** checkbox if appropriate. If the issue is assigned to an unlicensed elluminate user, be sure to check the box. Select either **Send immediately** or **Send in batch**. If Send in batch is selected, be sure a task is scheduled to send Issue Notifications.
8. Click in the **Receive notifications for these changes** checkbox if you (as creator of the issue) would like to receive notification when there are changes to the priority, assignment, and status.
9. Click **Save**.

Note: Issues created from an Exception or Reconciliation listing may auto-populate the Issue Text field with the text in the ‘QueryText’ column.