Panorama Vaccine Forecaster Issue Report Form

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| This form should only be used for Forecaster related questions, concerns or comments. Please contact the Service Desk for general support with the Panorama application. | **Email Completed Form:**  eHS Service Desk  +1-888-316-7446  servicedesk@ehealthsask.ca |

# Contact Details

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Full Name: | |  | | --- | |  | | | User ID: | | |  | | --- | |  | |
| Email/Phone: | |  | | --- | |  | | | | | |
| PHO: | |  | | --- | |  | | RHA/FNJ: | | |  | | --- | |  | | |

# Issue Details

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| **\***Client ID: | |  | | --- | |  | | The Panorama Client ID can be found in the Client HEADER. Please do not include the HCN or any other identifiable Client information. |

**\*Pertinent Clinical Info (Minimum: Risk Factors, Special Considerations, DOB):**

This information is required in order to troubleshoot. If no Risk Factors or Special Considerations are listed on the client’s record, please enter “None”.

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**\*Issue Summary**:

be as detailed as possible When describing your issue, Concern or Question.

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**\*Pertinent Screenshots**:

Include a screenshot of the Client Immunization profile and client forecast. if issue pretains to ha, hb or hahb, please include screenshot of immunization details. IF POSSIBLE, do not include any identifiable client information in the screenshot.

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# Issue Follow-Up (Completed by MoH/eHS)

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| Date Received: | |  | | --- | |  | | YYYY/MM/DD | | |
| Category: | |  | | --- | |  | | INCIDENT, ENHANCEMENT OR TRAINING |
| Date Closed: | |  | | --- | |  | | YYYY/MM/DD | | |

**\*Issue Resolution/Conclusion:**

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