CONTACT INFORMATION: (Who should PI staff or SCC contact for additional information)

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Problem reported by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone#: \_\_\_\_\_\_\_\_\_\_\_\_

Lab: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Module/Application:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ LIVE \_\_ QA \_\_ TEST\_\_

Workstation ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Label Printer ID: \_\_\_\_\_\_\_\_\_\_\_\_\_­­\_ Ticket Priority: Routine: \_\_ Critical:\_\_

PROBLEM DESCRIPTION:

If ORDERING OR RESULTING problem:

Order #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ MRN #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Test Code:\_\_\_\_\_\_\_\_\_\_\_

Order source: Manual \_\_ MiChart\_\_ Carelink \_\_ Atlas \_\_ Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If INSTRUMENT or ANALYZER problem:

Instrument ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Person who prepared this IRF : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 PI action/response:

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Remedy Ticket # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (if applicable)

TMS Task # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (if applicable)

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Person who reported the problem notified? N Y Other users notified? N Y

Final resolution on (date) \_\_\_/\_\_\_/\_\_\_\_ Completed by:\_\_\_\_\_\_\_\_\_\_

Category: Setup \_\_ Code \_\_ Interface \_\_ Training \_\_