Epic UAT - Observation & Defect Log

All Roles | All Modules | TechFitFlow.com

Log every UAT observation immediately during the session. Classify the type before assigning severity. Training gaps go to the training team. Preference differences escalate to clinical leadership. Genuine defects go to the owning module analyst with a named resolution date.

Type:	**DEFECT** - System does not work as built or built wrong | **TRAINING GAP** - User does not know how to use the feature | **PREFERENCE** - User wants it different but neither way is wrong
Severity:	**CRITICAL** - Patient safety or workflow block | **HIGH** - Major impairment with workaround | **MEDIUM** - Minor impairment | **LOW** - Cosmetic

NURSING UAT OBSERVATIONS

ID	Scenario / Step	Super-User Role	Observed Behavior	Expected Behavior	Type	Sev	Module Owner	Resolution Action	Status
UAT-001	BCMA Scan Step 4	RN - ICU	Wrong-patient wristband scanned - system allowed administration to proceed	System blocks administration, displays patient mismatch alert	DEFECT	CRITICAL	Willow	BCMA patient match rule not configured - add patient ID verification rule	Pending
UAT-002	Vital Signs Step 2	RN - Med Surg	ICU vital signs flowsheet loads instead of Med Surg flowsheet	Correct unit-specific flowsheet loads after bed assignment	DEFECT	HIGH	ClinDoc	Flowsheet-to-department mapping incorrect for 4E - update dept assignment	Pending
UAT-003	Shift Handoff Step 7	Charge RN	Patient education field is free text, not structured checkbox	Structured checkbox required for Joint Commission audit trail	DEFECT	HIGH	ClinDoc	Template field type change required - rebuild as structured SmartList field	Pending
UAT-004	eMAR Review Step 3	RN - Float	eMAR does not show override reason when PRN medication taken early	PRN early override reason visible in eMAR for auditing	DEFECT	MEDIUM	Willow	PRN override documentation setting - enable required override reason field	Pending
UAT-005	Med Administration Step 5	RN - Oncology	Nurse prefers larger font on eMAR for readability at bedside	Font size per Epic standard; accessibility feature available in preferences	PREFERENCE	LOW	IT Admin	Demonstrate Epic font/zoom preference setting to nursing staff	Resolved

PHYSICIAN / PROVIDER UAT OBSERVATIONS

ID	Scenario / Step	Super-User Role	Observed Behavior	Expected Behavior	Type	Sev	Module Owner	Resolution Action	Status
UAT-006	Order Set Use Step 3	Hospitalist MD	Sepsis order set missing weight-based antibiotic dosing option	Weight-based option available in order set for renally adjusted patients	DEFECT	HIGH	CPOE	Add weight-based dosing option to sepsis order set - pharmacy review required	Pending
UAT-007	CDS Alert Step 5	ED Physician	Drug-drug interaction alert fires for routine statin + antibiotic combo	Alert should be suppressed for this low-clinical-significance pairing	DEFECT	MEDIUM	CPOE	P&T review completed - suppress this interaction alert per formulary decision	Resolved
UAT-008	Result Review Step 6	Cardiologist	Troponin result not appearing in results in-basket after resulted in lab	Result visible in in-basket within 15 min of LIS result verification	DEFECT	CRITICAL	CPOE + Beaker	ORU result routing rule missing cardiology dept - add dept to result routing	Pending
UAT-009	Note Writing Step 8	Surgeon	Operative note template missing required ASA classification field	ASA field present and required for all surgical notes	DEFECT	HIGH	ClinDoc	Add ASA SmartList field to operative note template - surgery chief review	Pending
UAT-010	Discharge Step 10	Hospitalist MD	Discharge summary does not auto-populate pending lab results section	Pending labs section auto-populates from active orders at discharge	DEFECT	MEDIUM	ClinDoc	SmartLink for pending labs not configured in discharge summary - add SmartLink	Pending

PHARMACY, REGISTRATION, AND BILLING UAT OBSERVATIONS

ID	Scenario / Step	Super-User Role	Observed Behavior	Expected Behavior	Type	Sev	Module Owner	Resolution Action	Status
UAT-011	Med Verification Step 4	PharmD	IV antibiotic order not appearing in oncology pharmacy queue after placement	Order routes to oncology pharmacy queue within 60 sec of CPOE order	DEFECT	CRITICAL	Willow	Pharmacy routing rule missing oncology dept - add dept to routing table	Pending
UAT-012	REMS Attestation Step 6	PharmD	Lenalidomide order does not require REMS attestation before verification	REMS attestation required and cannot be bypassed	DEFECT	CRITICAL	Willow	REMS workflow not activated for lenalidomide - activate per pharmacy config	Pending

UAT-013	Patient Registration Step 2	Reg Staff	EMPI search returns wrong patient when nickname used instead of legal name	EMPI search matches on nickname/alias if configured	TRAINING GAP	N/A	N/A	Train registration staff on nickname search functionality in EMPI	Resolved
UAT-014	Coverage Verify Step 3	Reg Staff	Medicaid 271 response shows "active" but benefit detail section empty	271 benefit detail populates for Medicaid payer	DEFECT	HIGH	Prelude	Medicaid 271 parsing rule not configured for benefit segment - configure parser	Pending
UAT-015	Charge Review Step 5	Billing Staff	Two charges appear for same lab order - one from order, one from result	Single charge fires per lab at correct trigger status (resulted only)	DEFECT	HIGH	Resolute	Duplicate charge trigger - order AND result both configured. Remove order trigger.	Pending

UAT COMPLETION SUMMARY

Total Observations: ____ | **Defects:** ____ | **Training Gaps:** ____ | **Preferences:** ____ | **Critical Resolved:** ____/____ | **UAT Pass Rate:** ____% | **UAT Gate: [ ] Met [ ] Not Met**

Clinical Leadership Sign-offs Required Before UAT Accepted:

CNO (Nursing): _____ Date: _____	CMO / Dept Chief: _____ Date: _____
Pharmacy Director: _____ Date: _____	Rev Cycle Director: _____ Date: _____