

Troubleshooting Medication Alerts in [Mock SaaS Platform]

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1. Introduction

Medication alerts in [Mock SaaS Platform] help healthcare providers track adherence and ensure patients follow prescribed treatments. This guide provides troubleshooting steps for common issues users may encounter.

2. Common Alert Issues & Fixes

Medication Alert Isn't Clearing

Issue: The medication alert remains active even after the patient acknowledges it.

Solution:

1. Refresh the **dashboard** and check if the alert is still active.
2. Ensure the patient's status has been updated correctly.
3. Check **user permissions** to confirm access to edit alerts.
4. Clear browser cache and retry.
5. [Learn more about alert settings](#).

Duplicate Medication Alerts Received

Issue: A patient or provider sees multiple alerts for the same medication event.

Solution:

1. Confirm that no duplicate prescriptions exist in the system.
2. Check if multiple providers updated the medication schedule.
3. Review **audit logs** to track alert creation history.
4. [View alert configuration settings](#).

Missing Medication Alert

Issue: The system does not generate a medication alert when expected.

Solution:

1. Check if **alert notifications** are enabled in settings.
 2. Verify the patient's **medication schedule** is correctly entered.
 3. Confirm that alert triggers are correctly set.
 4. Ensure the system is **syncing with the latest pharmacy data**.
 5. [Check API integration settings](#).
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3. Advanced Troubleshooting [↗](#)

Checking System Logs for Alert Failures [↗](#)

To check logs:

1. Navigate to **Admin Panel > Logs**.
2. Filter by **Alert Failures**.
3. Review timestamps and error messages.

Verifying API Connections [↗](#)

If alerts rely on API connections:

- Confirm that the **medication management API** is operational.
- Use [API Monitoring Tools](#) to verify uptime.
- Test API endpoints with Postman:

```
1 curl -X GET "<https://api.mockplatform.com/alerts>" -H "Authorization: Bearer token123"
```

Resetting User Permissions [↗](#)

Admins can reset user permissions by:

1. Navigating to **Settings > User Roles**.
 2. Selecting the affected user.
 3. Ensuring the correct **role and access level** is assigned.
 4. Clicking **Save & Apply Changes**.
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4. Contacting Support [↗](#)

If issues persist, contact **technical support**:

- **Live Chat:** Available in the platform under **Help > Chat Support**.
- **Email:** support@mockplatform.com
- **Phone:** (555) 123-4567

For more detailed troubleshooting, visit the [Help Center](#).