FMD – Missing Patient

Fluid Management Dashboard – Missing Patient

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Patient Missing. Patients who are Permanent ESRD In-ctr Hemodialysis (ICHD) and/or Patients in pandemic clinic are covered by dashboard. Dashboard has a lag of 1 day and shows data as of 9 pm the day before. So, data which got generated after 9 pm yesterday will show in dashboard on the next day.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Ask the user if the patient is showing on the clinic census in eCube Clinicals. If patient is outside this census, then patient will not show up. Patient added after the end of the reporting period, which is a day before the current date, will not show up today and will show up on the next day.

5. If the patient is on the census

Patient must have at least one open admission - in a perm clinic or in a disaster clinic.Clinic status as of the end of the reporting period should be active

6. If the user needs to correct patient records, Follow the resolution process.

7. If all data is present, Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Fluid Management Dashboard

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-ADEX-APPEX-Support L3

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