

# ePOC - Stable Unstable status

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## ePOC – Stable/Unstable\* status

Purpose: Follow this procedure when a user reports issue with a patient's Stability status in ePOC. Stable/Unstable status can be set by the clinic when a POC meeting is completed or will set due to pre-set conditions. When the change is set by the system an Asterisk will appear behind the status, e.g. Unstable\*.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.ePOC Screen shot including statusScreen shot of the Completed Assessment in eCC displaying the date of completion.

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. Users can access the Stability Worklist on the dropdown list of Plan of Care.
5. Ask if any updates have been made to the patient record in the last 24 hours. Advise user any updates to the eCube Clinicals will take 24 hours to show up in electronic Plan of Care.
6. Moving the mouse cursor over the unstable\* indicator will display the reason for the status.

Hospitalization/Absence

4 or more in a 30-day period

OR

A single event greater than 15 consecutive days

AKI Status

Patient are automatically Unstable\* when Chief Complaint is reported as AKI

Low Alb, HGB, Kt/V

When Lab goals are not met, patient is listed as Unstable\*

Patient does not meet lab goals for Alb, HGB, Kt/V

7. Hospitalizations/Absences can be checked in eCube Clinicals. In eCube Clinicals check the Absence and Hospitalization Assessment to ensure the Hospital admission and discharge dates are correct.

NOTE: the assessment has multiple sections so check all sections carefully.

If the Hospitalizations/Absences in eCube Clinicals is NOT correct, the assessment will have to be marked Erroneous. Do NOT Edit the assessment as it will NOT update ePOC. A new assessment will need to be charted / completed to correct the Unstable status in ePOC. Follow the resolution process. If the information in eCube Clinicals is correct, a new POC Meeting must be conducted to adjust patient's status at that point. Follow the resolution process.

8. AKI Status is verified by the patient's Chief Complaint in eCube Clinicals on the visit tab. If the Chief Complaint is listed as NOT AKI in eCube Clinicals then ePOC should NOT show an Unstable\* status. Follow the escalation process.

9. Low ALB HGB Kt/V Labs can be checked in ePOC or eCube Clinicals. If the Lab values do not match between ePOC and eCube clinicals or are within goal, follow the escalation process.

10. For training questions advise the user to contact their Clinical Technology Education Manager. These are found on FMC4ME

FMC4ME

## TRAINING & EDUCATION

Departments

Clinical Technology Education

11. If all Status are correct. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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-EUX-Help Desk-Clinical Java Review - L1

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