

FMD – Patient has more than 1 EDW change but treatment detail does not show more than 1

Article ID: KB0011819

Created: 2023-06-05 00:25:14

Updated: 2023-06-05 00:26:36

Author: {'link':

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Fluid Management Dashboard – "Patient has more than 1 EDW change" but treatment detail does not show more than 1

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – "Patient has more than 1 EDW change" but treatment detail does not show more than 1. This may be an edge case, meaning the data occurred on the first/last day of the reporting period.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Detailed 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. It is possible that the first change in EDW (End Dialysis Weight) happened on first/oldest day of reporting period itself. So, treatment prior to the first treatment in reporting period may have had a different EDW. The user should be able to verify this with the data in eCube Clinicals. If this is not the case follow the escalation process.
5. Follow the resolution 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

Published By: DTI-ADEX-APPEX-Support