CS - Patient Started in Error

CHAIRSIDE® – Patient Started in Error

Purpose: Follow this procedure when a user reports Patient Started in Error in CHAIRSIDE®. Unable to End Treatment and close Shift. Due to potential compliance issues the user needs to reach out to their Clinical Technology Education Manager for assistance. If needed, the CTEM will seek additional assistance.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of serviceShift numberDetailed 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. Advise the user shifts cannot be closed without completing all patient treatments. Since the patient didn't start treatment, they will have to contact their CTEM. The shift can be set to downtime in the meantime while the issue is being reviewed by the CTEM. The CTEMs will submit a ticket if needed. https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/

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5. If the user is a CTEM or states, the CTEMs advised them to submit a ticket, document the name and email of the CTEM and follow escalation process.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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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