CS Error - sp_retrievePatientOrders.func_getHDFrequency could not be loaded into cs

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Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',
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CHAIRSIDE® Error – sp_retrievePatientOrders.func_getHDFrequency: could not be loaded into
CHAIRSIDE because Every 2 weeks could not be found in the
CHAIRSIDE.REF_HD_Service_FREQUENCY table. with

Purpose: Follow this procedure when a user reports CHAIRSIDE® Error -
sp_retrievePatientOrders.func_getHDFrequency: could not be loaded into CHAIRSIDE because Every
2 weeks could not be found in the CHAIRSIDE.REF_HD_Service_FREQUENCY table.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient Name (First, Middle, Last)Patient
MRNDate Of ServiceShiftDetailed 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. In Order Schedule Manager check for Special Attention, Every 2 Weeks frequency for the Date Of
Service.

Advise user to move any Special Attention, Every 2 Weeks to a Non-Dialysis treatment day.

5. Follow resolution process.

6. If the error is still present follow the escalation 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-Clinical Systems Support

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