

# CS Error - CreateVascularOrder

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

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CHAIRSIDE® Error – CreateVascularOrder...

Purpose: Follow this procedure when a user report CHAIRSIDE® Error - CreateVascularOrder.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient Name (First, Middle, Last)Patient MRNShiftDetailed 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 eCube Clinicals, check the Vascular Access section of the HD order.

For each access, the following must be complete:

TypeSiteStatusAccess ID

For any missing fields, the user will need to revise the HD order, wait 20 minutes then add the patient to Chairside. The previous instance of the patient in Chairside will have to be marked as Absent to allow the shift to close. Follow resolution process.

5. If the Access is still missing when revising order

Have the user log into the TAC Application, locate the active access that is not crossing to eCube Clinicals.

Note the current Site & Location of the access and then use the green pencil icon to change it to something else and Save. Any required fields will also have to be updated.Wait one full minute for the data to cycle into the system.Update the Access Site & Location back to what is originally was. Any required fields may also have to be updated.User should now be able to place the Dialysis Order in eCube Clinicals

6. Follow the resolution process.
7. If the user still cannot enter the dialysis order, 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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