

CS Error - Cannot Close Patient Missing Signature

Article ID: KB0011645

Created: 2023-05-05 14:26:52

Updated: 2023-05-05 14:28:32

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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CHAIRSIDE® Error – Cannot Close Patient Missing Signature

Purpose: Follow this procedure when a user reports Cannot Close Patient Missing Signature Error in CHAIRSIDE®.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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 to sign all the active and maturing access to pass this Pre and Post validation.
5. Instruct the user to follow up with their Clinic Technical Education Manager for additional questions.

<https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/>

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5. 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

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1