FMD – All Treatments for the Date Range are not showing

Fluid Management Dashboard – All Treatments for the Date Range are not showing

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – All Treatments for the Date Range are not showing.

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 user on rare occasions, if patient has more treatments than can fit in the expand window, it will look like not all the treatments are displayed. Browsers vary, there may be a scrollbar within the expand window or sometimes it appears at the end of the patient list. Unfortunately, this is a browser issue that we are working on. This is on the list of improvements to be made but we do not have an implementation date at this time.

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

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