CS Error - Missing Hepatitis B Lab Results

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/47ebc2711bee2190f591edb8624bcb10', 'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® Error - Missing Hepatitis B Lab Results

Purpose: Follow this procedure when a user reports CHAIRSIDE® Error - Missing Hepatitis B Lab Results. If lab results are missing or over 365 days an Alert appears in CHAIRSIDE®.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the lab results in both CHAIRSIDE® and eCube Clinicals.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Ask the user to look in eCube Clinicals and ensure lab results listed below are present and within the date range listed below. Labs entered manually and those from other clinics are considered valid as long as they follow within the date range requirement.

Hepatitis B Surface Antigen (HBsAg) – within 365 daysHepatitis B Surface Antibody (anti-HBs) – within 365 daysHepatitis B Core Antibody (anti-HBc) – no date range requirement.

5. If lab results are withing range in eCube Clinicals and the Alert is present. Place screenshots of the error and the lab results in CHAIRSIDE® in the ticket for system administrators.

6. 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-Help Desk-Clinical Java Review - L1

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