# CS - No Encounter Found for Given Treatment ID Error

**Article ID:** KB0018575
**Created:** 2025-03-11 20:33:40
**Updated:** 2025-03-12 00:46:12
**Author:** {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/47ebc2711bee2190f591edb8624bcb10', 'value': '47ebc2711bee2190f591edb8624bcb10'}

Chairside and Downtime Data Entry - No Encounter Found for Given Treatment ID Error

Purpose: Follow this procedure when a user reports a No encounter found with the given treatment ID error message in Chairside or in Downtime Data Entry.

Required Information to be documented in each Incident:

· Contact Name

· Contact Number

· Clinic Number

· Patient Name/MRN

· Date of Shift

· Shift number(s)

· Treatment ID listed in Error Message for each patient involved.

· Detailed Description of the issue

· Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. This error message can display at various times in Chairside, e.g. Machine setup, Access Details, HD Order, etc.

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

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

4. If multiple patients are involved, please include Treatment ID listed in the error message for each patient along with the patient details, such as MRN, and Shift.

5. Follow escalation process.

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· Chairside

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

Published By: Clinical Java Apps - L3