

# CS Error - Cannulation Documentation must be completed

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

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

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'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® Error: Cannulation Documentation must be completed

Purpose: Follow this procedure when a user reports they are asked to complete Cannulation on incorrect Access in Chairside or they marked an Access as Used Today in error and are now being asked to complete the Cannulation documentation.

Required Information to be documented in each ticket:

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.

OR

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

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

4. Once the treatment starts, you cannot remove/update the Access Used selection from the Access Details page.

If treatment has not started and the access is checked as Used Today, the staff can uncheck the Used Today status under Access Details.If treatment has started, the Cannulation documentation will be required on all Used Today Accesses as follows:

Select successful cannulation with 1 attempt using needle sizes of their choosing.Chart a Clinical note in eCube Clinicals citing it was an access documentation error that the Vascular Access wasn't used as selected.Refer the user to the TAC "Fixing Used Today Error" FAQ on FMC4ME for these instructions and additional FAQs.

Link: TAC FAQs

5. Follow the resolution process.

6. If the user is still unable to clear message, 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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