

# FMD – Indicator shows Patient in KPI 3+Meds when less than 3 show under current BP Meds

**Article ID:** KB0011807

**Created:** 2023-05-24 18:27:11

**Updated:** 2023-05-24 18:28:19

**Author:** {'link':

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

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/ad057f341b0b2d10e4f7eb10604bcba5',  
'value': 'ad057f341b0b2d10e4f7eb10604bcba5'}

Fluid Management Dashboard – Indicator shows Patient in KPI with 3+Meds when less than 3 show under current BP Meds.

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Indicator shows Patient in KPI 3+Meds when less than 3 show under current BP Meds.

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. Indicator shows Patient in KPI 3+Meds when less than 3 show under current BP Meds. Advise the user KPI checks all days in the reporting period and if patient was on 3+ BP meds simultaneously on any day then the patient would be counted in the KPI regardless of how many BP meds patient is currently taking. In other words, patient may have been on 3+ BP meds and may have dropped 1 or more meds as of the end of the reporting period.
5. The user can contact their CTEM for additional information.
6. 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

Published By: DTI-EUX-Help Desk Clinical App Support