FMD – Missing Recent Information

Fluid Management Dashboard – Missing Recent Information

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Missing Recent Information (includes patient, patient attributes, metrics, treatments, missed treatments etc.) Dashboard has a lag of 1 day and shows data as of 9 pm the day before. So, data which got generated after 9 pm yesterday will show in dashboard on the next day.

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. Ask the user if they know when the information was updated. Cut-off for dashboard is 9 pm every day.

If the data was entered prior to 9 PM ET. Follow the escalation process.If the data was updated after 9PM ET, advise the user the data will show up on the will show in dashboard on the next day. The user can contact their CTEM for additional information.

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

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-ADEX-APPEX-Support L3

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