

CHAIRSIDE - Accessing and opening a shift in Chairside Downtime Data Entry Application

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Purpose:

This document outlines the process for accessing Chairside Downtime Data Entry application and opening a shift in when a user requests assistance.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number

Treatment Date (may be different to current date) Patient Name/MRN if relevant.Detailed Description of the issueScreenshot of any errors or issues encountered.

Steps

1.

Log into FMC4ME

2.

Under Quick Links, click on CHAIRSIDE Downtime data entry and ask the user to enter their Employee ID and Password at login screen.

If user is deined access, please troubleshoot appropriately and route to IAM Team as necessary.

3.

Once logged in, select the clinic from the drop downlist

4.

Once the Clinic is selected, the Downtime & Open Shifts tab will list shifts that are currently open in Chairside or currently open in the Downtime System.

Downtime status: Shift is currently open in the Downtime Data Entry system and cannot be used in Chairside. Open status: Shift is currently open and active in Chairside

Note: The application does not display closed or unopened shifts

5.

To begin using a shift that is already in Downtime status, simply click on Select. It will take you to a screen with the list of patients in the shift.

If the user encounters issues with charting on patients, please follow escalation process.

6.

To enter a shift an active Open shift into Downtime Status, click on Select for the shift number and the user will be prompted for confirmation. Click on OK to enter the shift into downtime. This action is irreversible.

7.

To enter an unopened shift into a downtime status for a specific date (treatment date)

Navigate to the Shift Selection Tab. Select the Clinic from the drop-down list, select the Shift number, Select Treatment Date and click on Continue. Note: You cannot reopen a shift that was previously closed. The user will again be prompted for confirmation. This action is irreversible.

If the user encounters issues, please follow escalation process.

Incident 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.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Chairside

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Help Desk-Clinical Java Review – L1

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