TAC – Unable to Sign off Access Evaluation Interventions

TAC – Unable to Sign off Access Evaluation/Interventions

Purpose: Follow this procedure when a user reports Unable to Sign off Access Evaluation/Interventions.

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. In UIDMS, look up employee ID and confirm the user is active, is showing access to the facility, and they have a job code assigned to them. Only RNs are authorized to select Interventions.

If any of these are missing the user will not be able to sign off the access and the ticket can be escalated to have their access reviewed if they need credentials reviewed / updated.FMC-NA

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5. If there is an entry, document all required information along with screenshot. If user can access the Vascular Access section/TAC Lite, but unable to sign off, confirm user is RN. Only RNs and Expert Cannulator roles are authorized to perform these evaluations.

FMC-NA

CLINICAL SYSTEMS

DTI-CACOE-Clinical Applications Development

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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.

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