FMD – Dashboard Data that is Patient Centric vs Patient x Clinic Centric

Fluid Management Dashboard – Dashboard Data that is Patient Centric vs Patient x Clinic Centric

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Dashboard Data that is Patient Centric vs Patient x Clinic Centric.

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. Dashboard Data that is Patient Centric vs Patient x Clinic Centric.

Patient Centric (regardless of clinic)

All attributes, metrics and KPIs excluding the above are patient centric (regardless of clinic / across clinics)

Patient x Clinic Centric

Physician, Schedule, Shift, pre-Tx Min Allowed SBP, post Tx Min Allowed SBP, Vol Algo Indicator

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

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