

eCC – Dialysis Order Cannot Be Placed. Please go to TAC to enter Access Info

Article ID: KB0011700

Created: 2023-05-25 23:41:16

Updated: 2023-05-25 23:44:24

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/da0634491b476d10e4f7eb10604bcb55',

'value': 'da0634491b476d10e4f7eb10604bcb55'}

eCC Error – Dialysis Order Cannot Be Placed. Please go to TAC to enter Access Info

Purpose: Follow this procedure when a user sees error message in eCube Clinicals that says “Dialysis order cannot be placed without Access information. Please go to the Total Access Care Application to enter appropriate access info...”

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. Have the user log into the TAC Application, locate the active access that is not crossing to eCube Clinicals.
5. Note the current Site & Location of the access and then use the green pencil icon to change it to something else and Save. Any required fields will also have to be updated. Wait one full minute for the data to cycle into the system.
6. Update the Access Site & Location back to what is originally was. Any required fields may also have to be updated.
7. User should now be able to place the Dialysis Order in eCube Clinicals, follow the resolution process.
8. If the user still cannot enter the dialysis order, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-EUX-Help Desk-Clinical Java Review - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1