

# CS Error - No Information to display Unable to add patient to shift

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**Category:** {'link':

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CHAIRSIDE® Error – No Information to display Unable to add patient to shift

Purpose: Follow this procedure when a user report CHAIRSIDE ® Error - No Information to display.

This error occurs when the patient has not crossed over from eCube Clinicals. The system takes about 20 minutes to process orders into CHAIRSIDE.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of ServiceDetailed 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 to confirm:

The admit date is in the future.

If the patient admit date is incorrect or needs to be changed the user will have to update this in eCube Financials and orders revised.

The Date on HD Order must be current, and not set to a date in the future. If date is incorrect, orders must be discontinued, new orders must be entered.If a FMS Discharge Assessment has been entered in error. If it has been, mark the discharge assessment as Erroneous. User needs to revise the Modality Tracking Assessment and Dialysis Schedule Assessments. If orders are not restored, user will have to re-enter new orders and allow ~20 minutes for system to process new orders, before attempting to add patient into Chairside.

5. Follow the resolution process.
6. If the issue is still present, follow the escalation process.

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.

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

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