# eCC – Missing KtV Results

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eCube Clinicals® – Missing Kt/V Results

Purpose: Follow this procedure when a user reports issue with are missing kt/v (Adequacy) results in eCube Clinicals. Kt/v results are only posted the day after the BUN, BUN Post and URR lab results have been posted to eCube Clinicals.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNLab Draw DateDetailed Description of the issue.Screen shot showing system time stamp of results saved in eCube Clinicals®.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 eCube Clinicals® check for the BUN, BUN Post and URR for the lab draw date in question. This is found under the lab results and look under the details tab for Results Saved in Soarian.

5. If the results were posted today, advise the user the system will process the results and calculate the kt/v will be available the following day. Follow the resolution process.

6. If the results were posted at least the day prior, document all the details in the ticket. 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-Clinical Systems Support

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