

CS Error - Sp_RetrievePatientOrders

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CHAIRSIDE® Error - Sp_RetrievePatientOrders.sp_retrievePatientOrders: SELECT hemo_hub_occurrence_id: A928537566. Oracle Error: ORA-01403: no data found with error code: 100

Purpose: Follow this procedure when a user reports CHAIRSIDE® Error -

Sp_RetrievePatientOrders.sp_retrievePatientOrders: SELECT hemo_hub_occurrence_id:

A928537566. Oracle Error: ORA-01403: no data found with error code: 100. This Error usually occurs when user is trying to start a patient that has an order that has been discontinued in eCube Clinicals.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient Name (First, Middle, Last)Patient

MRNShiftDetailed 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 user to check in Order Scheduled Manager to verify the patient has an HD order for the date of service.

If there is an order, advise user to add patient to the shift. If successful, the unused instance must be marked Absent to allow the shift to close.If there is NO order, advise user to enter a onetime order for the date of service and allow 20 minutes for the order to enter CHAIRSIDE. Unused instances must be marked Absent to allow the shift to close.

5. If the error is still present warm transfer the user to the Clinical Systems Support team and follow the escalation process.

6. Follow the resolution 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-Clinical Systems Support

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