CS – Downtime Data Entry Receiving Blank System Message Signing off Medications.

CHAIRSIDE – Downtime Data Entry Receiving Blank System Message Signing off Medications.

Purpose: Follow this procedure when a user reports issue in CHAIRSIDE Downtime Data Entry they are receiving a Blank Error Message when signing off medications and unable to proceed with charting and closing the shift.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of ServiceShift numberDetailed 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. The CHAIRSIDE Administrators are aware of this issue and have a fix scheduled to be implemented later this year. Advise the user to enter zero for any of the Medication Strength/Quantity fields that are not applicable to the patient. These fields must have a value entered. Entering "0" will allow them to continue/complete charting.

5. Follow the resolution process.

6. If the user is still experiencing issues, 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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