

OKD - Incorrect or Missing Catheters 90, Post Weight Variance, Adequacy, Peritonitis

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Author: {'link':

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Category: {'link':

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Operational KPI Dashboard (OKD) Incorrect or Missing: Catheters > 90, Post Weight Variance, Adequacy, Peritonitis

Purpose: Follow this procedure when a user reports issue with OKD incorrect or missing: Catheters > 90, Post Weight Variance, Adequacy, Peritonitis.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Browser Type Date of Incident Detailed description of the issue. Screenshots of any errors.

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. Please attach a screenshot of the incorrect or missing CQS value
5. Please attach a screenshot of Report Option selections displayed in the breadcrumb.
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KPI Dashboard

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-ADEX-APPEX-Support L3

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