CS - Hepatitis B Status = Unknown

CHAIRSIDE Message "Hepatitis B Status = Unknown"

Purpose: Follow this procedure when a user reports that they receive an alert stating Hepatitis B status = Unknown in Chairside for patient. User may also see the message "Bleach the machine after treatment" message in Chairside when ending the treatment for the patient, due to the Unknown Hep B status in Chairside. Anti-Hbs and Anti-Hbc results are not strictly required in this assessment, however, this will result in another alert in Chairside, stating that patient is missing Hep B Lab results, KB0011651.

Required Information to be documented in each ticket:

Clinic Contact (Nurse Name)Clinic Contact NumberClinic / Facility NumberPatient Medical Record NumberPatient Full NamePatient Contact #Screenshot of message in ChairsideScreenshots of Hep B Assessment in eCube Clinicals.

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 the most recent Hep B Results Assessment completed for the patient at the Clinic. Ensure the most recent results entered (1st column) and status in the Hep B Results Assessment is valid.

Valid HbsAG results: Negative/negative or Positive/positiveValid Anti-Hbs results: Numerical, can include ">" or "<" symbols, such as ">40", "<10". There should be no space between < or > symbols, eg. "> 10" is not valid.Valid Anti-HBc Results: Negative/negative or Positive/positiveStatus can be: Susceptible, Immune, PositiveIf Status is Unknown in Assessment, it will be unknown in Chairside as well.

If user needs instructions on entering manual results, direct user to following link/document. https://fmc4me.fmcna.com/content/uploads/sites/93/2019/04/PDF_3000268720.pdf

5. If Status is unknown or if any of the lab results are entered incorrectly, advise the Clinic to redo the assessment correctly. Once assessment is completed correctly, the status in Chairside will update next treatment in Chairside. Ticket can be resolved.

6. If an issue occurs while updating the Hep B Assessment, e.g. new assessment is not generating or assessment is not updating as expected

warm transfer call to DTI-EUX-Clinical Systems Support for review.

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Systems Support

6. If Assessment has a valid status, Susceptible/Immune/Positive, and all lab results are entered correctly but Chairside continues to report patient as Unknown, follow the escalation process.

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review – L1.

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

Published By: DTI-EUX-FMC L1.5-Clinical App Support