

# CS Error - Unable to Start Patient with Multiple Heparin Order or Critline Errors with Order Discont

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CHAIRSIDE® Error – Unable to Start Patient due to Multiple Heparin Order or Critline Errors with Orders Discontinued Today

Purpose: Follow this procedure when user reports unable to start a patient in Chairside due errors with Critline Monitor Order or Multiple Heparin Infusion Pump orders.

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Patient Modality Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

OR

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Advise the user to locate the duplicate Critline or Heparin orders in Order Schedule Manager (OSM). The duplicate orders need to be moved to a non-treatment day. Follow the resolution process.

5. If the user reports there are no orders in OSM or the orders are marked Order Discontinued Today, and the user cannot move them to a non-treatment date, as the user to go into interventions and mark the order occurrence for the discontinued order as Complete. Remind the user the only the specific occurrence is to be modified. Users can use the Admin Details/History option to view when order was placed. Typically, the older order is the one that is discontinued and will need modification.

6. Once an order is marked Complete, allow 15 minutes for Order Schedule Manager to remove the Order Occurrence.

7. Open the patient record in CHAIRSIDE and start treatment.

8. Once patient treatment has started the user can now update the order that were marked as Complete in eCube Clinicals to Not Complete this will avoid duplicate billing.

9. If the user is still unable to start patient, 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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