

TAC: Mismatch of Access Status between TAC and eCC/eCC Reports

Article ID: KB0026850

Created: 2023-07-26 15:57:16

Updated: 2023-07-26 15:57:52

Author: {'link':

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Title

TAC: Mismatch of Access Status between TAC and eCC/eCC Reports

Purpose:

Follow this procedure when a user reports that there is a mismatch of the status of an access (vascular access) between TAC and eCC or eCC Reports.

Required Information to be documented in each Incident:

Contact Name/Number.Clinic/Facility Number.Patient MRN and Name.Screenshot of TAC > Access Details screenScreenshots of eCC/eCC where discrepancy isName and number of the access involvedExpected correct status for accesses involved

Scenarios/Notes

Mismatch between TAC access statues may be present in:

eCC Order Form,eCC Patient History > Dialysis Access HistoryeCC reports such as the Dialysis Access History or Access Flow reports.

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

Figure 1. TAC Access Details

Figure 2. eCC Order Form

Figure 3. eCC Report - Dialysis Access History

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

In TAC, capture screenshot of the Access Details screen

5.

Capture screenshot of eCC/eCC Reports where discrepancy is reported.

6.

Provided detailed description of the issue, does the access need to be updated or removed, etc.

7.

Follow escalation process

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

TAC

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

TAC

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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

Published by

DTI-EUX-Clinical Systems Support