

# CS Error - Start Treatment button is Missing

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**Author:** {'link':

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**Category:** {'link':

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CHAIRSIDE® Error - Start Treatment button is Missing

Purpose: Follow this procedure when a user reports Unable to start treatment / treatment button is disabled / check Pre-Treatment Hard Stops.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient  
ModalityDetailed 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.
4. Ask the user to ensure the following is completed:

Machine Setup must be Completed/Signed off.Under Pre-Dialysis Vital/Eval, Access must be selected, and Pre-Treatment Access Evaluation must be completed

5. If user needs assistance, directed to their CM or CTEM

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6. If requirements are completed and Start Treatment button is still missing, ensure all troubleshooting is thoroughly documented and follow 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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