FMD – EDW (End Dialysis Weight) not matching EDW in patient's HD Order

Fluid Management Dashboard – EDW (End Dialysis Weight) not matching EDW in patient's HD Order

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Fluid Management Dashboard – EDW (End Dialysis Weight) not matching EDW in patient's HD Order.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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.

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

4. Advise user, current EDW is calculated based on order occurrence associated with most recent HD (non-uf only) treatment regardless of clinic and is NOT calculated from the order itself.

5. The user can contact their CTEM for additional information.

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Fluid Management Dashboard

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

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