

# eCC – Unable to Place HD Order – Approved Dialyzer is missing or not selectable in Order Form

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Title

eCC – Unable to Place HD Order – Approved Dialyzer is missing or not selectable in Order Form

Purpose:

Follow this procedure when a user reports that they are unable to place a HD Order as the required Dialyzer is Missing or Not Selectable in Order form.

Required Information to be documented in each Incident:

Contact Name  
Contact Number  
Clinic / Facility Number  
Patient Name and MRN  
Detailed Description of the issue.  
Screenshot of Approval of Dialyzer from FERAS  
Screenshot of Formulary Assessment showing Authorization (if necessary)  
Screenshot of any error(s)

Notes

Certain Dialyzers require P&T; approval. Dialyzers that required approval are termed “Exception Dialyzer” and are different to “traditional” HD orders. Any medication or items that requires P&T; authorization needs to be first processed through the Formulary Exception Request Application (FERA). Exception Dialyzer HD orders are located under Dialysis Services > Requires P & T Approval section in eCC orders Screen.

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported. The user is unable to locate required dialyzer in the order form or is unable to select required dialyzer in the order form.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Check if the appropriate order form is being used.

To enter HD orders for Exception Dialyzer you have to use the corresponding Exception Dialyzer order forms rather than the traditional HD order form. These are typically located under "Requires P & T Approval (Dialyzers and Concentrates) section in the order screen.

If the issue is unresolved even when using the correct order, move to next step.

5.

Check in FERA if the patient is approved for the dialyzer.

If FERA states patient is NOT Approved, then the order cannot be placed in eCC. User may have to start an appeal within FERA.

User may consult Clinical Services (Clinical Services at [clinicalservices@fmc-na.com](mailto:clinicalservices@fmc-na.com) or 877-567-6397) or the P&T; Committee ([PTcommittee@fmc-na.com](mailto:PTcommittee@fmc-na.com)) for assistance regarding the appeal process. Provide the above info to user and resolve incident. If user states that they have already contacted the P&T; Committee and were asked to submit a Helpdesk ticket, obtain details provided by the P&T; committee (usually an email) and follow escalation process.

If FERA currently states patient is already Approved, have the user reattempt to place the order one more time (this step is important). If the issue remains unresolved move to the next step.

6.

In eCC, navigate to Assessments:

Patient Records > Assessments > Formulary Exception and locate the Formulary Exception Dialyzer-Dialysate Assessments

If the patient is approved in FERA, then there should be a corresponding assessment with authorization details for the dialyzer. If there isn't an assessment generated or if the existing assessment still shows an End Date for the Authorization, obtain details of the authorization, and follow escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA (Formulary Exception Request Application)

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 (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

FERA (Formulary Exception Request Application)

Escalation Process

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

Escalation Group

DTI-ADEX-Clinical Applications Support - L2

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