

CS - Cannot Start patient in Chairside becuae of AKI

Article ID: KB0011633

Created: 2025-01-24 17:30:09

Updated: 2025-01-24 19:32:23

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/47ebc2711bee2190f591edb8624bcb10',

'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE - Cannot Start Patient or Pull Patient In Chairside due to AKI> 90 days

Purpose: Follow this procedure when a user reports issue with Cannot Start Patient or Pull Patient In Chairside due to AKI> 90 days.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Note in description IMPORTANT: Resolution Needed Today
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Follow the escalation process.

Classification Requirements

Category

Software

Subcategory

CHAIRSIDE

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

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1