

FMD – Hospital Days Count does not match Absence Assessments

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Fluid Management Dashboard – Hospital Days Count does not match Absence Assessments

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Hospital Days Count does not match Absence Assessments. In calculation of "Hospital days count", a day is NOT double-counted if there are multiple assessments (duplicate/overlapping) covering the same day.

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 to confirm the patient has only one assessment covering that day.
5. If the user states there are no multiple assessments showing on any day, Follow the escalation process.
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

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-ADEX-APPEX-Support L3

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