

eQUIP – Report displays No Data, Missing Month, or displaying a dash

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eQUIP – Report displays: No Data, Missing Month, or Displaying a dash “- “

Purpose: Follow this procedure when a user reports issue with eQUIP Report displays: No Data, Missing Month, or Displaying a dash “-“. This likely means that they did not have patients eligible for footcheck for the month, check if patients are being excluded based on the exclusion criteria.

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. Patients are excluded from the report if:

Patient was admitted after the 2nd, patient is excluded for admit month.Patient was discharged during the month, except if discharged on the last day of the month. This can be verified in FMS Discharge Assessment.Patient does not have at least one completed treatment during the month. This can be verified in the completed orders in eCC Interventions.Patient has a Hospitalization Event in the month. Confirm this in Absence and Hospitalization AssessmentsPatient is reported as a Bilateral Amputee in the Comprehensive RN Assessment.Confirm patient has the appropriate CPDs for Diabetes or PVD entered.Verify patient's ESRD history assessment states Diabetes as Primary Cause of Renal Failure.

5. Follow the resolution process.
6. If the issue is still present follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Data & Analytics

Service

eQUIP

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

Data & Analytics

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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