

TSA - Error message

Article ID: KB0011901

Created: 2023-05-09 19:45:29

Updated: 2023-05-09 19:46:11

Author: {'link':

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Treatment Sheet Archive – Error Message

Purpose: Follow this procedure when a user reports an error message is displayed when opening treatment sheet.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of ServiceTreatment ShiftTreatment Sheet Archive noted in ticket summary.Detailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with the 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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

TSA - Treatment Sheet Archive

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