

CS - Unable to enter Adverse Events

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Author: {'link':

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Category: {'link':

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Chairside – Unable to enter Adverse Events

Purpose: Follow this procedure when a user reports they are unable to enter an Adverse Event in Chairside.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Patient Name/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. Inform user that the functionality to enter Adverse Events in the Post Dialysis Eval or Multi-Disciplinary Notes section in Chairside has been removed. The clinic can reference the memo:

From: Fresenius Kidney Care Clinical Services

Date: April 21, 2022

Re: Patient Safety Event Reporting and Documentation Training Calls _____

https://fmc4me.fmcna.com/content/uploads/sites/58/2022/04/Patient-Safety-Event-Reporting-and-Documents-Training_4.21.2022.pdf

5. Within the memo “Sunset ability” is used as the “termination” of ability.
6. Adverse events are now documented in the Patient Safety Data Entry Site, which can be accessed via FMCNA homepage or Employee Hub.
7. If user has further question on how to document Adverse Events, please ask them to reach out to their managers or CTEMs
(<https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/>)

>FMC4ME

> TRAINING & EDUCATION

> DEPARTMENTS

> CLINICAL TECHNOLOGY EDUCATION

>TEAM CONTACTS

8. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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

Chairside

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