CS Error - Cannot see open shift or Shift has been set to pending

CHAIRSIDE® Error – Cannot see open shift or Shift has been set to Pending

Purpose: Follow this procedure when a user reports issue CHAIRSIDE® Error – Cannot see open shift or Shift has been set to pending

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 and document details.

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. User will report one of the following:

Cannot see shift open in the Open Shifts:

OR

5. If the clinician tries to open the shift, it shows the pop-up message – Shift has been set to pending and still clinic cannot see shift in the shift list.

6. If shift has been already completed in clinic and patient treatment completed on paper, then clinic can open the shift in downtime data entry mode and close shift from there.

Clinician will need to go to Downtime data entry application.Go to the Shift Selection tab located on the Downtime & Open Shifts tab.Select the clinic, shift, date, and open shift in downtime mode.Add patient in the shift.Complete patient treatment and close shift.

7. If the user is still seeing Shift has been set to pending

User can open a shift with different number which is not used by clinic, typically 4-7.Add patient into the added shift for treatment.Complete the treatment and close the shift.

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

Clinical Applications