

CS Error - Patient Does Not Have required order components must have HD Order

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Chairside and Downtime – Patient Does Not Have required order components, must have HD Order

Purpose: Follow this procedure when a user reports that when attempting to add a patient to a shift in Chairside or Downtime, they receive an error that states “patient does not have the required order components. A patient must have HD Order”

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic Number Patient Name MRN Date of Service Shift number Detailed Description of the issue. Screen shot of the error message, eCC and OSM

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. Check the Admit date of the patient in eCC, if admit date is in the future, the patient cannot be added to the shift in Chairside. If admit date is not an issue, proceed with troubleshooting. If admit date is incorrect, it needs to be corrected in eCF, after corrects are made, orders may need to be revised as well. If user has issues placing orders in eCC, follow the escalation process.

Assign the Incident to the Following Group

DTI-EUX-Clinical Systems Support

5. A patient can only be added to a shift in Chairside/Downtime, if in eCC there is an IHD Order Occurrence for the date that has not been marked as previously marked as Complete, Not Complete or Discontinued.

Important to Note: An Order and an Order Occurrences are two different items. An Order generates Order Occurrences that can be used/consumed in Chairside.

Please note that an order OCCURRENCE is required for the date. Having an active IHD order does not necessarily mean that there is usable/consumable order occurrence for the date.

6. Check in eCC > Patient Record > Orders for date in question and see if there is an “unused” order occurrence is available for the date. An unused order occurrence in this case meaning Active or In Progress .

If there isn't an Active or In Progress order occurrence, a new, one-time order for the date in question needs to be entered for the date. If there is an Active or In Progress Order, check the Order Occurrence history to determine if at any point, the order occurrence was marked as Complete or Not Complete. If the occurrence has been marked as Complete or Not Complete in the past, it cannot be reused in Chairside. New orders will have to be entered for the date in question. Existing order occurrence for the date needs to be marked as Not Complete so as to avoid duplicate charting.

7. Once new orders have been entered for the date in question, wait 15-20 minutes for the orders to be processed. After waiting, check in OSM if the orders are present for the date in question, use Shift Search instead of patient search if DOS is over 30 days.

If orders are present in OSM, attempt to add the patient into the shift again, there should be no issues then, resolve ticket if patient is successfully loaded. If orders are not in OSM, follow the escalation process

Assign the Incident to the Following Group

DTI-EUX-Clinical Systems Support

8. If still unable to add patient to the shift, follow escalation 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

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

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