

CS Error - There is missing signature for the Missed Medications Last Screen

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® Error: There is missing signature for the Missed Medications/Last Screen. Please Complete the signature.

Purpose: Follow this procedure when a user reports issue with Chairside Error: Missed Medication/Labs Error

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 in the incident.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Go to the "Multidisciplinary Notes" tab in Chairside then select the Click Here to Review Missed Medications/Labs
5. Advise the user to select Acknowledge appearing at the bottom of this screen to clear the error message
6. Follow the resolution process.
7. If the issue is not resolved, follow the 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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