

eCC - Kt/v result Missing for HHD patient

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Author: {'link':

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eCC - Kt/v result Missing for HHD patient

Purpose: Follow this procedure when a user reports Kt/v result is missing for a HHD patient.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic

ProdFrequency:SRR (if it is available) :Lab drawn date: Detailed 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. BUN, Post BUN and URR results must be under HD adequacy. If the results are not there, inform user to contact spectra technical support.
5. Confirm results are showing in Nxstage treatment data for that given lab draw date. If data is missing, advise the user to complete Adequacy worksheet for this patient, it will update the Nxstage data and force system to calculate the Kt/v result. Once entered the user will need to allow 24 hours for the results to post. Follow the resolution process.
6. Ensure all required hemodialysis orders must be marked as completed in intervention to get an accurate kt/v result. If the user needs to discontinue an order it needs to be after the kt/v has calculated.
7. Confirm the Modality assessment was done on the lab draw date or prior to the lab draw date.
8. If all data is in the systems correctly, follow the escalation process.

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 eCube Clinicals

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-CACOE-eCube Clinicals Workflow - L3

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