CTH - RD Assessments Weight Trend Component Only Shows Date and Estimated Dry Weight in eCC

CareTeamHub - Registerd Dietician Assessments: Weight Trend Component Only Shows "Date" and "Estimated Dry Weight" (EDW) in eCube Clinicals Assessment

Purpose: Follow this procedure when a user reports issue with CareTeamHub Registered Dietician Assessments in eCube Clinicals. The Weight trend component only shows the Date and Estimated Dry Weight (EDW), compared to the weight trend component in CareTeamHub.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNAssessment IDDetailed 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. Advise user eCube Clinicals Assessment will only show the Date and Estimated Dry Weight (EDW).

5. Follow resolution process, there is no escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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

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