

eCC - CHAIRSIDE Blood Culture Assessments

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eCube® Clinicals and CHAIRSIDE Blood Culture Assessments

Purpose: Follow this procedure when a user reports issue with eCube® Clinicals and CHAIRSIDE Blood Culture Assessments.

Required Information to be documented in each incident:

User contact information Clinic contact number Clinic Patient Name Patient Contact Number Patient MRN Patient Modality

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. When a blood culture result is received from Spectra, the Blood Culture Results button will display in the pre-dialysis screen in CHAIRSIDE, with a message to review the results in eCube® Clinicals. This button will only display for results received before the patient is selected in CHAIRSIDE on a shift. Any results seen while the patient is being treated will not trigger the button until the following treatment. The Blood Culture results button will need to be checked, as well as the rest of the pre-dialysis evaluation screen. Key issue here is the clinician cannot proceed until a RN or LPN signs off/on the results. Nobody else is authorized to approve the culture Results. Resolve ticket if anybody other than a nurse is trying to approve the results.

Help Desk will assist in this area.

5. When a BLOOD CULTURE result is received from Spectra, the Culture Result Review Assessment is auto-created in eCube® Clinicals. There is no way to create a manual assessment. The Culture Result Review assessment should be left in-progress until the results are received; this assessment will allow the RN to chart updates as they receive new information regarding the blood cultures. If the assessment is accidentally closed a new assessment will generate with the next Spectra update but the previous information charted will not be visible. This assessment cannot be edited once it is completed which is another reason to leave the assessment in progress until final results are available.

6. Follow the resolution process.
7. If the issue is not resolved, follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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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