

# DVD- Error Dose Discrepancy between eCC Order and CS Administered

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**Author:** {'link':

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Title

DVD- Error Dose Discrepancy between eCC Order and CS Administered

Purpose:

Follow this procedure when a user reports that they are getting DVD error due to discrepancy between eCC ordered dose and Chairside Administered dose.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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.

Note the Date of error reported. In eCube Clinicals find the order form for that date. Verify that the order for that date was used in CHAIRSIDE. Verify the order for the date in question and not just the current active order.

While the order on date of error may still be the current/active, it also may have already been discontinued, therefore, the best approach is to first check if the order that was used in Chairside for date of error AND then check the current orders for discrepancies.

5.

Verify if there is a discrepancy between the dose administered in CHAIRSIDE and the dose present in the order header and within the order form (screenshot below).

6.

Once problem order is found, instruct user to discontinue to order and re-enter it ensuring that dosage reflects correctly in order header and order form.

7.

Addressing the existing errors depends on charting completed in Chairside. For example, the below error which states that in eCC order dose is 12 mcg, but Chairside Admin is 13 mcg

if 12 mcg is ordered BUT 13 was administered to the patient in chairside:

i.) Mark existing order occurrence(s) for DOS as Not Complete, place one time order(s) for correct dose

and mark as complete, this should clear the validation error.

If 12 mcg is ordered AND 12 mcg was administered to patient.

i.) Print treatment sheet(s), note that 12 mcg was administered and not 13 mcg and scan treatment sheet(s) into DocMgr, this should clear the validation errors in about 2-3 hours, sometimes as quick as 20 mins however.

8.

Due to multiple revisions of the orders, this error may occur in Daily Validation Dashboard.

9.

Follow the resolution process.

10.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Daily Validation Dashboard

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Clinical Systems Support

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