CS - Incorrect Start End or Treatment Data Timestamps

Chairside and Downtime – Incorrect Start Time, End Time or Treatment Data Time Stamps

Purpose: Follow this procedure when a user reports that patient has incorrect Start, End or Treatment Times in Chairside or Downtime and needs to correct it. Note: Once a shift is closed, start time (time on), end time (time off) and treatment data times cannot be changed.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient Name/MRNDateShiftCorrect times and incorrect timesScreen shot of the Error(s)

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. If shifts have been closed, times cannot be updated by IT support. User will need to document the incident in eCC as a clinical note, notate the issue on the treatment sheet and scan it into DI/DocMgr. For further questions or concerns. Refer to CTEM (Clinical Technical Education Manger) (https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/)

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5. If shift is still open

The Start Time/Time On can be updated in the Pre-Dialysis Vitals Section

The End Time/Time Off can be updated in the Post- Dialysis Vitals Section

The Manual Treatment Data Entries can be edited by selecting the entry and editing the time.

6. Machine Data entries, indicated by "M" under data source, cannot be edited by user. If time on the chairside machine (not computer) is incorrect, direct user to Desktop teams.

7. In Downtime Data Entry, both Start and End times can be updated in the Post-Dialysis Vitals and Evaluation Section.

8. Follow the resolution 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

Published By: Clinical Java Apps