

# CTH - Missing or Incorrect Calculated Data in Flowsheets

**Article ID:** KB0011607

**Created:** 2023-05-26 14:46:57

**Updated:** 2023-05-26 14:49:49

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/984af2591b8be150cfb6a756624bcb9d',

'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub - Missing or Incorrect Calculated Data in Flowsheets

Purpose: Follow this procedure when a user reports issue with CareTeamHub - Missing or Incorrect Calculated Data in Flowsheets. Calculations WILL NOT be posted if the HD Order status is Discontinued, Completed, or Expired in eCube Clinicals.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. When HD order status is Active or In Progress in eCube Clinicals the following calculations WILL be posted in the Home Flowsheets:  
Calc pre weight vs ordered EDW (Home PD)Calc post weight vs ordered EDW (Home PD)Calc weight vs ordered EDW (Home PD)Dialysate processed vs prescribed (Home HD NxStage)Post weight vs ordered EDW (Home HD NxStage)
5. If the HD Order status is Active or In Progress in eCube Clinicals and there are no Data Calculations follow the escalation process.
6. If the HD Order status is Active or In Progress in eCube Clinicals but the Data Calculations are incorrect, follow the 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

## 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-ADEX-Care Team Hub - L2

Published By: DTI-ADEX-Care Team Hub - L2