

FMD – Patient has completed 4 or more HD Tx in a calendar week but treatment detail view does not sh

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Fluid Management Dashboard – Patient has completed 4 or more HD Treatments in a calendar week, but treatment detail view does not show 4 or more.

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Patient has completed 4 or more HD Tx in a calendar week, but treatment detail view does not show 4 or more. This may be an edge case, meaning the data lies at the edge of the reporting period. Calendar week starts on a Sunday and ends on a Saturday.

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. An overlapping calendar week may have started prior to the reporting period and ended within the reporting period. In such cases, if 4th or higher treatment was within reporting period, then the patient would have the indicator set. The user should be able to verify this with the data in eCube Clinicals.
5. The user can contact their CTEM for additional information.
6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Fluid Management Dashboard

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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