FMD – Missed Treatment on Dashboard has no Absence Assessment in eCube Clinicals

Fluid Management Dashboard – Missed Treatment on Dashboard has no Absence Assessment in eCube Clinicals

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Missed Treatment on Dashboard has no Absence Assessment in eCube Clinicals. The user can contact their CTEM for additional information.

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. Advise user to confirm in eCube Clinicals if any of the following apply:

If there is a valid eCC ABSENT occurrence, then even without absence assessment, a missed TX will be shown in dashboard. This is so that all missed Tx are captured regardless of whether absence assessment is present or not.

OR

If there is a hospital absence assessment created on 1 clinic, the absence assessment is replicated to all open admissions (other clinics). This replication may result in missed Tx shown in dashboard.

5. If the user states that none apply to the patient treatment, Follow the escalation process.

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

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-APPEX-Support L3

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