CS- No COVID-19 Vaccine Status in eCC

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CHAIRSIDE® - No COVID-19 Vaccine Status in eCC

Purpose: Follow this procedure when a user reports issue with CHAIRSIDE® Clinical Action Message - No COVID-19 Vaccine Status in eCC. If a patient was vaccinated at the clinic or at a different FMC-NA clinic, a Completed vaccine order is required to address the alert. A vaccine order must be completed in eCube Clinicals as the Immunization Tracking Assessment is insufficient.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description of the issue.Screen shot of the Alert in CHAIRSIDEScreen shot of Complete COVID 19 Orders and Immunization Tracking Assessments

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. The alert will not populate for the following status in the COVID-19 Immunization Tracking Assessment:

Medical Contraindication AllergyMedical Contraindication OtherVaccinated Administered Elsewhere (Non-FMCNA)

Until addressed, Alerts will continue to populate for the following status:

Vaccination Deferred Per Screening

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Ask if patient was vaccinated at user's clinic or at a different FMCNA clinic.

Patient was vaccinated at a different FMC-NA Clinic

Patient receives vaccine at another FMC clinic that they have an open visit at – order should be created at that clinic. Follow the resolution process.Patient receives vaccine at another FMC clinic they don't have an open visit at – order should be created at their home clinic. Follow the resolution process.

If user states patient was vaccinated at user's clinic check eCC for completed COVID-19 Vaccine Order and Completed Immunization Tracking Assessment.

If Vaccine order is NOT present, then clinic needs to ensure that orders are entered and completed along with the Immunization Tracking COVID assessment.

5. If patient refused vaccine but alert is still populating in Chairside

Check the Immunization Tracking COVID-19 Assessment in eCube ClinicalsCheck the entry made for COVID-19 Vaccine Dose: Valid Doses are "Dose 1 of 2", "Dose 2 of 2", "Booster". Single Dose Vaccine is not offered by Fresenius and is not a valid entry for this assessment and will not clear the alert. For questions/concerns on this, direct users to their CTEMs.

6. If orders and assessments for the clinic are completed and the alert remains. Follow escalation process.

7. If the issue is cleared follow the resolution process.

8. If the user has additional questions, they can contact their CTEM. https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/

FMC4ME

TRAINING & EDUCATION

DEPARTMENTS

CLINICAL TECHNOLOGY EDUCATION

TEAM CONTACTS

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

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