

FMD – Fluid Related Issues

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Fluid Management Dashboard – Fluid Related Issues

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Fluid Related Issues.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Detailed 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 the user patients are included in the Fluid-Related Issue category if any of the following counts are above the accepted threshold.
PRE SBP > 160 # POST SBP > 140 # of current BP meds # Tx with IDH episode # PWV > +/- 1kg # IDWG > 4% Missed Tx Shortened Tx
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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