

FMD – IDWG (InterDialytic Weight Gain) Calculation Issue

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Fluid Management Dashboard – IDWG (InterDialytic Weight Gain) Calculation Issue

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – IDWG (InterDialytic Weight Gain) Calculation Issue.

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. Please attach any referenced knowledge articles to the incident. For any given treatment, if previous treatment was a missed treatment, then IDWG (InterDialytic Weight Gain) for the current treatment will be "N/A". A rescheduled previous treatment is not treated as a missed. IDWG (InterDialytic Weight Gain) is calculated as post weight of previous treatment - pre-weight of current treatment.
5. If the user reports there were no missed treatments for this patient. 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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