TAC Error - Access Status this access has a treatment record and cannot be marked

TAC Error - Access Status this access has a treatment record and cannot be marked as Documentation Error

Purpose: Follow this procedure when a user reports error: Access Status this access has a treatment record and cannot be marked as Documentation Error. This error means that the access was marked as Used Today in Chairside and treatment documented under it. Documentation Error is no longer an option.

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 the user the access can only be marked either Permanently Unusable (Fistula and Graft) or Removed (Catheter). For additional information, refer staff to the TAC FAQs on FMC4ME to TAC Resource Page: https://content.intranet.fmcna.com/access-management/tac-resources/ and to their CTEMs (https://content.intranet.fmcna.com/clinical-technology-education/team-contacts/)

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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

Total Access Care (TAC)

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1