

CS Error - The Nursing evaluation can only be signed by the user that signed it originally

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'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® Error - The nursing evaluation can only be signed by user that signed it originally.

Purpose: Follow this procedure when a user reports CHAIRSIDE ® Error - The nursing evaluation can only be signed by user that signed it originally. This prevents the user from completing patient treatment and closing shift. NOTE: This error may be present even with a visible signature listed in the Nursing Evaluation. This happens when edits are made by the original user but were not signed off.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of ServiceShift NumberDetailed 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. If the original user is available, Advise the original user to sign off Nursing Evaluation again. Document this and the outcome in your ticket. If the error is still present. Follow escalation process.
5. If the original user is NOT available the only option is to enter the shift into Downtime, this is done after the charting all other patients have been completed.

Once in Downtime the user has the option to proceed with the completing treatment for patient in question and closing shift OR wait for original nurse to ensure documentation is complete and then close the shift later.

6. For training questions, direct user to their Clinical Technology Education Managers

FMC4ME

TRAINING & EDUCATION

DEPARTMENTS

CLINICAL TECHNOLOGY EDUCATION

TEAM CONTACTS

7. Follow the resolution process.

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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