

CS Error - Failed sp_add NonScheduledPatient

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CHAIRSIDE® Error - Failed sp_add NonScheduledPatient

Purpose: Follow this procedure when a user reports CHAIRSIDE® Error - Failed sp_add NonScheduledPatient

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Patient Name (First, Middle, Last) 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. Check the admit date of the patient in eCube Clinicals. Admit date cannot be in the future.

If admit date is incorrect, user will have to correct it in eCube Financials.

5. Check start on the HD Orders, if orders are set to a future date, orders will have to be discontinued and re- entered with correct dates.

6. Verify the patient has an Attending Physician listed. If the physician is missing, the user needs to add it in eCube Financials.

7. Orders will have to be revised after changes are made. Advise the user to allow 20 minutes for CHAIRSIDE to pick up the orders after corrections are made. Follow the resolution process.

8. If unable to resolve follow the escalation 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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