

FMD – Missing Transition Care Unit Treatments

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Fluid Management Dashboard – Missing Transition Care Unit Treatments

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Missing Transition Care Unit Treatments. For every patient in census, non-NxStage, Hemodialysis treatments in Transition Care Unit (TCU) will be shown.

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. Please attach any referenced knowledge articles to the incident. For every patient in census, non-NxStage, Hemodialysis treatments in Transition Care Unit (TCU) will be shown.

Confirm patient is in eCube Clinicals census for the facility.Confirm the visit is not NxStage.

5. If the user needs to correct patient records, Follow the resolution process.
6. If all data is present, Follow the escalation 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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