

# CS Error - Unable to End Treatment Session Please check Post-Treatment Hard Stops

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**Category:** {'link':

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CHAIRSIDE® Error - Unable to End Treatment Session Please check Post-Treatment Hard Stops

Purpose: Follow this procedure when a user reports Unable to End Treatment Session

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient

ModalityDetailed 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. On the Cannulation Documentation tab in Chairside select the options relevant to the patient scenario.
5. On the Maturation and Cannulation Evaluations tab in Chairside select the options relevant to the patient scenario. This is done by a RN Only.
6. On the During and Post Treatment Observations tab in Chairside select the options relevant to the patient scenario.
7. On the Interventions tab in Chairside select the options relevant to the patient scenario. This is done by a RN Only.
8. For assistance in completing the Post-treatment evaluation please refer user to TAC Users Guide or the CM or CTEM.
9. Follow the resolution process.
10. If there is still a visible error, please 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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