

CS - Unable to Update Medication Dose to Zero

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CHAIRSIDE® – Unable to Update Medication Dose to Zero

Purpose: Follow this procedure when a user reports Cannot Close Patient Missing Signature Error in CHAIRSIDE®.

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Patient Name 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. Ask the user if the medication was Administered

If the medication was NOT given but was signed off as administered, the dose cannot be changed to Zero.

The system does NOT allow administered medication doses to be entered as Zero. Advise the user to enter a valid dose.

Advise the user, once the shift has been closed, the order will have to be marked as Not Complete in eCube Clinicals. Treatment sheet for the patient will have to be scanned into DI, noting the error and a Clinical note needs to be charted documenting the issue.

If medication WAS Administered and user is unable to update the dosage, ensure all details are in the ticket. Follow the escalation process.

5. 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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