FMD - Symptoms of Hypervolemia always 'No' on Treatment Detail

Fluid Management Dashboard – Symptoms of Hypervolemia always 'No' on Treatment Detail

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Symptoms of Hypervolemia always 'No' on Treatment Detail.

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. Advise user the Administrators are working on getting Symptoms of Hypervolemia from the Fluid Assessment tab in ChairSide. KCNG is still in the process of getting this data in the nightly cycle. This is on the list of improvements to be made but we do not have an implementation date at this time.

5. Follow the resolution 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

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