

eCC - Ktv result Missing for IHD patient

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Author: {'link':

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eCC - Kt/v result Missing for IHD patient

Purpose: Follow this procedure when a user reports issue with Kt/v result is missing for a IHD patient.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic

ProdFrequency:SRR if availableLab drawn dateDetailed 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. Under HD adequacy, confirm BUN, Post BUN and URR results are present.
5. In Chairside, verify all data is appearing in Chairside treatment data for that given lab draw date. If data is missing for the required date, advise the user the calculation can't be done without all the data.
6. Ensure the IHD order for lab draw date is complete. If the IHD Order is incomplete, check DDE to see if shift is still open, check Treatment data. IHD orders should only be completed by Chairside and never manually completed barring some extreme exceptions (e.g visit cancellation, and re-charting) If shift is closed and but treatment data is missing, follow the escalation process and directed to

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

7. Verify the Modality assessment is done on the lab draw date or prior to the lab draw date.
8. If all the data is in the system for the given draw date is in Chairside, Follow the escalation process.

Assign the Incident to the Following Group

DTI-CACOE-eCube Clinicals Workflow - L3

Classification Requirements

Category Software & Applications Subcategory Clinical Applications Service eCube Clinicals

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 eCube Clinicals

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

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