CS Error - Failed sp_retrievePatientOrders.sp_createVascularOrder

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/47ebc2711bee2190f591edb8624bcb10', 'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® Error – Failed sp_retrievePatientORders.sp_createVascularOrder

Purpose: Follow this procedure when a user reports CHAIRSIDE® Error - Failed sp_retrievePatientORders.sp_createVascularOrder...

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient Name (First, Middle, Last)Patient MRNDate Of ServiceShiftDetailed 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. In eCube Clinicals review the Vascular Access section of the HD Order ensuring the following have been completed for each access.

TypeSiteStatusAccess ID

5. If fields are missing, the HD order will have to be revised. When attempting revision, if access information is still missing, follow the script for when TAC information is not crossing to eCube Clinicals.

6. Once HD order is correctly revised, user must allow system to process new orders, ~ 20 minutes. Previous instance of patient in Chairside can then be marked as Absent and patient re-added in.

7. If the user still cannot start the patient, 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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