

# FMD – Treatment Showing Intra Dialytic Hypotension (IDH) Episode

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**Author:** {'link':

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Fluid Management Dashboard – Treatment Showing Intra Dialytic Hypotension (IDH) Episode

Purpose: Follow this procedure when a user reports Fluid Management Dashboard – Treatment Showing Intra Dialytic Hypotension (IDH) Episode. The user can contact their CTEM for additional information.

Required Information to be documented in each incident:

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. Advise user Patient Treatment Showing Intra Dialytic Hypotension (IDH) Episode if any of the following conditions is met:

Patient's pre-tx sitting SBP  $\geq$  110 mmHg and then drops  $<$  90 mmHg during the treatment

OR

Patient's Pre-tx SBP  $\geq$  101 and  $\leq$  109 AND has a 20 mmHg drop during the treatment

4. Please attach any referenced knowledge articles to the incident.
5. If the user states that neither applies to the patient treatment, Follow the escalation process.
6. 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

## 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-ADEX-APPEX-Support L3

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