

# CS Error - Blank Message Box

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**Category:** {'link':

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## CHAIRSIDE® Error - Blank Message Box

Purpose: Follow this procedure when a user report receiving a Blank Message Box in CHAIRSIDE®. Patient cannot be closed in CHAIRSIDE ® getting a message box but it is blank and cannot close the shift. This will occur if a patient has a heparin infusion order, and no value is showing for Turn Heparin Pump Off Prior to End of Treatment in eCube Clinicals®.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNScreen 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 customer to pull up the patient treatment in eCube Clinicals® and go to Turn Heparin Pump Off Prior to End of Treatment on the Order Detail Form and provide you with the value showing and record that in the ticket. If blank, ask user to provide you with the value. Record this in the ticket and follow escalation process. Advise user to revise the order ensuring the value is present to prevent issue in the future.
5. If value is entered and clinic is still receiving the blank error message, note this in the ticket.
6. 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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