

eCC - Patient is Discharged by Mistake

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eCube Clinicals® - Patient is Discharged by Mistake

Purpose: Follow this procedure when a user reports issue with a patient that was discharged by mistake. Most of the staff think that just making the FMS Discharge assessment erroneous will resolve the issue but it will not. The customers call back later because the orders are not in OSM (Order Schedule Manager) and so they cannot add patient to the CHAIRSIDE shift.

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Date of Service 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. Please attach any referenced knowledge articles to the incident.
4. Make the discharge assessment erroneous (this will reopen the house and restore the orders to the orders screen most of the time)
5. To get the orders to start crossing over to OSM, the following must also be done:
They must increase the collected time by 10 mins on the Modality Tracking and Dialysis Schedule assessments Then check OSM and the orders should reappear within 2-3 mins.
6. Then the customer will be able to add the patient to the shift in CHAIRSIDE.
7. Follow the resolution process.
8. If the issue is not resolved, follow the escalation process.

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

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-Clinical Systems Support

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