

# CS - Incorrect Post Weight Entered

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## Chairside - Incorrect Post Weight Entered

Purpose: Follow this procedure when a user reports with incorrect POST Weight was entered in Chairside. Note: User may also report this as an issue with the adequacy results with the following Suspect Result Reason (SRR) in eCC, "Post Wt not within 10% of EDW"

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Patient Name
- Patient MRN
- Clinic Prod
- Date of Issue/Error
- Correct and incorrect Weights
- Detailed Description of the issue.
- Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. If POST weight entered is 9kg less than Pre Weight or over 3kg over Pre Weight, then the following alerts are given in Chairside.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. If alerts are dismissed and wrong POST weight is entered, and the shift is closed, then entered data cannot be changed by IT support. Advise user that once POST weight has been entered and signed off in Chairside it cannot be corrected by IT support teams.
5. Inform the user they can complete the HD POST Dialysis Weight Confirmation Assessment in eCC so that adequacy results are adjusted. This assessment needs to be completed before the patient's next treatment as this assessment auto populates data from last treatment.

- Advise the user, this assessment adjusts adequacy results presented in eCC only. Other reporting applications such as eQUIP, CQS, Fluid Dashboard, etc, are not updated from the assessment.

6. If the user completes the HD Post Dialysis Weight Confirmation Assessment and needs adequacy results corrected, follow escalation process.

#### Classification Requirements

- Category
- Software & Applications
- Subcategory
- Clinical Applications
- Service
- eCube Clinicals/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-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support